

DigitalGenius

Put Your Customer Support on Autopilot

What is DigitalGenius?

DigitalGenius is the AI platform that puts your customer support on autopilot by understanding conversations, automating repetitive processes and delighting your customers. The platform is powered by a deep learning AI engine that understands your customers' objectives, then drives automated resolutions through APIs that connect seamlessly to your own backend systems.

Why is this Important?

On average, 70% of customer service inquiries require an agent to perform various actions in third-party systems.

It forces their agents to flip constantly between different screens (Salesforce, Shopify, ERP, etc), merely to solve a simple case. This requires time and unnecessary effort, which can slow down your team and disappoint your customers.

With DigitalGenius, **this process can now be automated end-to-end.** By training our AI models on historical customer service data, then connecting them with your third-party systems via APIs, companies will have automated flows that use machine learning to automatically resolve common, repetitive cases.

Who is it for?

Customer support teams with high volumes of repetitive, complex inquiries that require third-party systems to solve them, such as refunds, subscription changes, cancellations, upgrade requests and more.

Use Cases

The following use cases are examples of great candidates for your first implementation of DigitalGenius.

- Refund Requests
- Subscription Management
- Upgrade Requests
- User Account Validation
- Booking / Rebooking

Common Integrations:



zendesk



Sabre



AMADEUS

Digital Genius' AI-driven process automation shifts the attention of agents away from repetitive, mundane work and unlocks critical time and value in the customer support function.

As customers' expectations continue to soar, and the number of inbound channels increases (email, chat, social media etc.), it's no longer feasible to continue operating as customer service has in the past.

How Does DigitalGenius Work?

1) DG AI Engine is trained with customer service logs.

2) As questions come in, DG interprets and understands customer intent.

3) DG executes a sequence of actions in back end systems to resolve the case.

4) If case cannot be auto-resolved, DG invokes CoPilot mode to assist agents.

5) Track performance of the system and manage automated processes in DG Control Center.



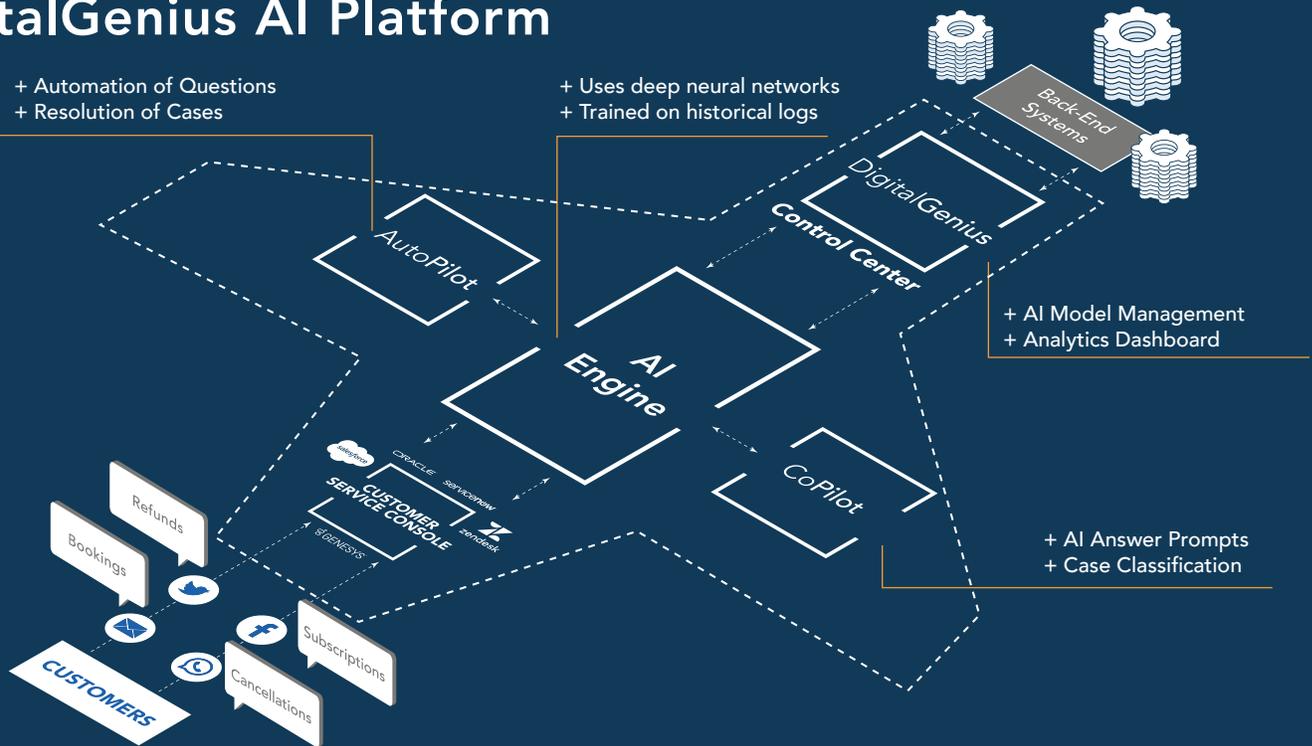
DigitalGenius AI Platform

+ Automation of Questions
+ Resolution of Cases

+ Uses deep neural networks
+ Trained on historical logs

+ AI Model Management
+ Analytics Dashboard

+ AI Answer Prompts
+ Case Classification



Benefits

- **Conversational Process Automation** – Proprietary AI engine understands natural-language conversation and resolves customer inquiries end-to-end.
- **Platform-Agnostic** – Apps available for Salesforce and Zendesk. Any other customer service platform can be integrated using the DigitalGenius SDK.
- **APIs** to access back and front office systems that agents use to resolve customer inquiries.
- **Curated database of templated answers** – Automated answers are selected from a library of answer templates, all curated and managed by you. Users can create alternative versions of the response based on channel and language.
- **Turnkey solution** – Provides an integrated, single vendor solution for conversational process automation.