



# Solutions.AI for Customer Engagement

Change the customer experience with conversational AI.

Pre-built for multiple industries including:

- Communications and Media
- Banking
- Public Services
- Insurance
- Utilities
- High Tech



“By teaming with Accenture and using leading-edge artificial intelligence to assist customers, we have been able to provide them with a fast and easy way to meet their needs.”

**Nancy Clark**

senior vice president of customer service for Verizon

## Real client results

**3X**

up to 3X increase in customer satisfaction score (CSAT)

**5-15%**

increase in customer lifetime value (CLTV)

**10-40%**

reduction in overall operating expenses (OPEX)

**2-15%**

increase in revenue

## Make every customer feel like the only customer

95% of customer interactions are expected to be AI-enabled by 2025. As organizations strive to make customer service more frictionless across channels—delighting customers and building brand loyalty in the process—they’ll need to reimagine the role that service plays as part of the broader customer experience. **Solutions.AI for Customer Engagement** is built to do just that. Putting AI at the frontline of every interaction streamlines service, better equips agents, and enhances the overall experience with personalized, precise, and empathetic care. Ultimately, by scaling AI-powered capabilities and new experiences, we deliver the kind of service that is convenient, seamless and builds strong customer loyalty and growth.

## Solution features

Delivering AI-powered customer engagement for speed, flexibility and innovation

Expertly enabled by 6000+ global practitioners, along with our ecosystem of technology partners

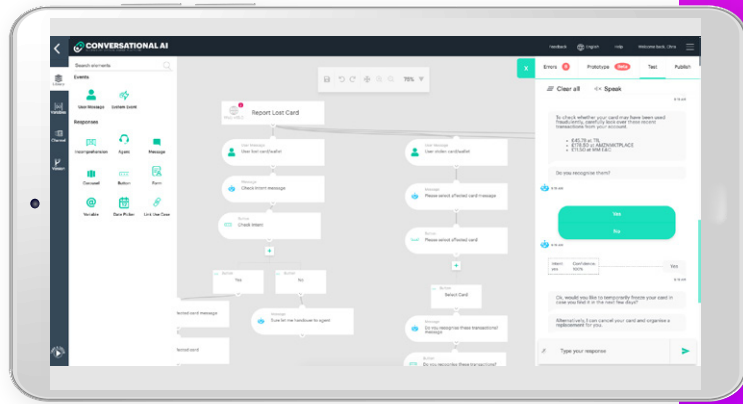
**Patented Conversational AI Platform** to rapidly design and execute automated conversations, compatible with any existing technology partner.

**Industry Cartridges** to accelerate time-to-deployment with 200+ pre-built virtual agent conversation flows, across several industries.

**Customer and Journey Analytics** to generate insights around specific business inefficiencies that unlock new business value.

**Adaptive Experience Builder** to quickly create and manage hyper-relevant interactions by adjusting to real-time events and executing corresponding actions.

**Cognitive Operation Algorithms** to analyze conversation performance through the service funnel and continuously improve and enhance the overall experience.



Dialog Designer, part of our Conversational AI Platform, allows you to rapidly design and test virtual agent conversations as you build it.

## 3 ways AI-powered customer engagement delivers immediate value



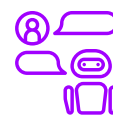
### Intelligent customer care

Deliver proactive messaging, self-service support, and agent-assisted conversations to drive highly-personalized interactions, enhanced customer experiences, and unparalleled efficiencies.



### Energized sales growth

Arm agents with tailored responses and product recommendations to improve customer retention, drive incremental sales and accelerate revenue growth.



### Dynamic industry journeys

Uncover and optimize new industry-specific journeys and engagement opportunities to reduce cost and increase customer satisfaction.

## Let's talk



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