HCL

HCL IntelliService

AI-based service optimization to turn customer service into customer success

Product Overview

Support desks are challenged with managing increased call volumes while meeting customer satisfaction requirements and profit goals. But inaccessible knowledge across enterprise systems can result in inconsistent triage with low first-time resolution, which impacts cost.

HCL IntelliService uses unsupervised learning and conversational AI to improve first contact resolutions by providing agents and technicians with actionable insights from data sources such as enterprise systems, knowledge repositories, and logs. The result is lower cost to deliver superior access to knowledge and improved key metrics such as first time fix rates, and mean time to resolve/repair, all of which results in a high return on investment and profits.

How IntelliService works
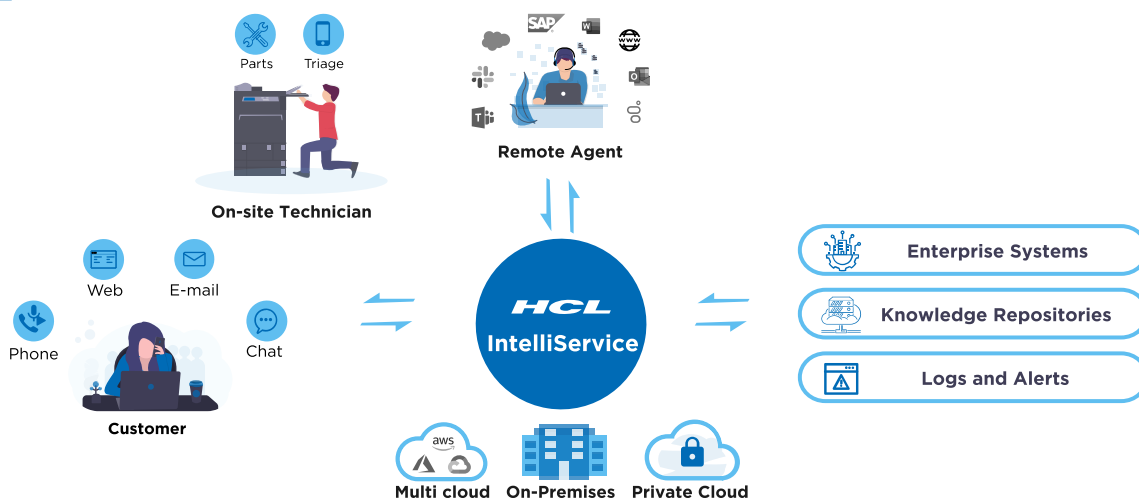
Improved ROI

- **Effective KPI tracking** such as, first contact resolutions and MTTR
- Customer self-service access to knowledge using predictive conversational AI
- Easy integration with existing enterprise systems of record to make data available across data silos

Reduced Business Risk

- **Faster time to assess value of AI** enabling your team with your data
- Single source for delivering an end-to-end solution combining product, services, and integrations
- Data ingestion, cleansing, and labeling services for data accuracy prior to solution implementation

Flexibility 360

- **Value-based pricing -** pay only for the value received
- Multi deployment options on private cloud, public cloud and on-premises
- Adaptable platform to growing business use cases and needs with custom/enhanced solutions
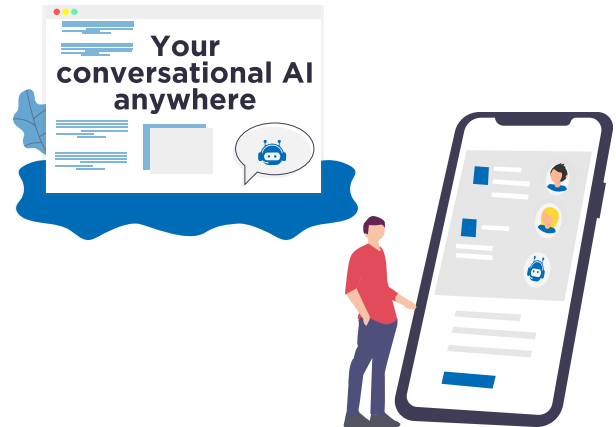
HCL IntelliService: AI-based Service Optimization Platform
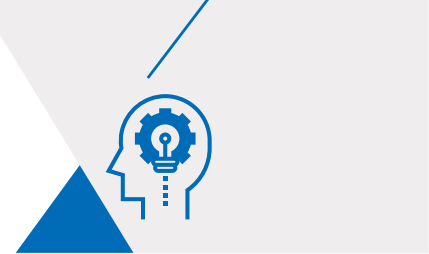
Key Benefits and Features

AI-powered customer success

- **Self-service automation** for internal and external customers
- **Multilingual support** up to 15 languages
- Coverage across multiple support channels such as **email, chat, phone, web, SMS, and IVR**

Your conversational AI anywhere

Agent-centric actionable analytics

- Descriptive AI-based analytical dashboard and reports to streamline service KPIs
- Prescriptive conversational AI for rapid triage and troubleshooting
- Cognitive search for unstructured knowledge access, across content repositories

Improved problem solving

- **Symptom awareness,** classifying problems to the root cause and correlate historical insights
- **Dynamic findings** generating context-aware questionnaire to assess problem-solution fit
- **Resolution recommendation** using continuous, confidence-based scoring model

Did you know?

We offer a no charge IntelliService Business Value Assessment to analyze your ticketing data and potential automation candidates.

Schedule your assessment now
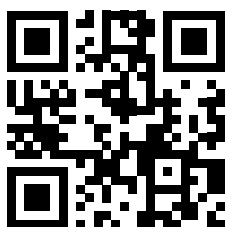Email: ask.intelliservice@hcl.com
Website: info.intelliservice.ai

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