

Contact Center Analytics and Automation Solutions

Artificial Intelligence (AI), Machine Learning, Natural Language Processing (NLP)

SmartCase™ from EpiAnalytics, is a contact center business intelligence and automation solution. This real-time, integrated, text analytics technology automatically identifies the reason why a customer is contacting an organization. All incoming customer requests are accurately categorized utilizing artificial intelligence (AI). Once the customer complaint is categorized, appropriate workflows are triggered, including case routing, automated response or suggesting the best solution to an agent.

FEATURES

SmartCase helps companies achieve the balance of lowering costs while maximizing the customer experience. Labor-saving features include:

- Easy integration and an “apprentice learning” system that learns from agent activities, knowledge, and domain expertise.
- Automated machine learning capabilities that leverage an organization’s existing service and support business process and workflow to systematically build and validate analytical models:
 - Eliminates the need for a professional to build textual, NLP models.
 - Analyzes each and every record reducing the manual reading and routing of support requests - a time consuming and imprecise task.
 - Keeps analytical models up-to-date by continuously adding to the training data, subtle nuances in the way customers talk about your products and services are captured and the models react. Ensuring maximum precision with the least effort.



BENEFITS

SmartCase replaces and augments manual agent efforts. Specific benefits include:

- Increased contact center efficiencies by analyzing every support request in real-time increasing speed and accuracy, and triggers workflow for process automation.
- Better operational Business Intelligence delivering insights on key metrics, trends, customer experience, and sentiment.
- Cut costs and reduce call volumes by leveraging support resources and using customer complaints and CRM data for proactive root cause analysis.
- Enhanced Risk Identification ensuring important issues don’t fall through the cracks.



Whether a customer has a problem or presents an opportunity, EpiAnalytics makes sure that the right corporate stakeholder quickly receives the right information.

The decision to deploy a contact center analytics solution should be guided by the rate of return on investment and the solution's usefulness. SmartCase eliminates the need for a separate data warehouse and the requirement for expensive artificial intelligence engineers and data analysts. With SmartCase, powerful analytics are embedded into existing call center technology platforms so you can leverage your tried-and-true business processes eliminating complex system integrations. Calculating the Return on Investment is quick and easy, here is a sample of what our clients have been able to achieve with SmartCase:

- [illegible]

“Operationally, with SmartCase, we’ve become a lot smarter by being more proactive with how we use our people day-to-day because we’ve been able to free up more resources and place them on activities that are more focused on improving the customer experience.”

– Business Analyst, Xero Limited, a developer of cloud-based accounting software

EpiAnalytics, Inc. provides smart contact center analytics, process automation and early warning solutions to improve customer service performance and efficiencies. Our on-demand AI is used by global companies to manage and improve the effectiveness, quality and overall experience provided by a contact center.



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