Bruviti Agent Assist DATASHEET

Quality of customer interactions improve when contact center agents are able to access equipment and customer information via a single window application. With the right information at their fingertips, agents are better equipped to resolve issues quickly and accurately.

Bruviti Agent Assist is an AI-powered single-window dashboard that can be configured to include a wide array of equipment and customer information, parts inventory, and technical data. An integral part of the dashboard is a smart , self-learning , and dynamic chatbot that assists agents reach the root of the problem by feeding in customer responses to their questions.

USE CASE

A leading manufacturer of home appliance equipment aimed to reduce service response times and improve first-time fix rates of service interventions scheduled by contact-center agents.

Challenges

With minimal existing automation and no unified data platform in place to access troubleshooting tips, customer calls took too long and frequently resulted in scheduling an unnecessary service call.

Bruviti solution

A cloud-based, scalable data orchestration platform that provides single-window access to details such as model and serial number, FAQs, known faults database, an NLP-powered chatbot, and a smart search engine optimized for service situations.

Results

63%
Increase in first-time fix rate

11%
Reduction in Truck rolls

Features

- One point data access platform
- Smart case-based reasoning tool
- NLP powered chatbot interface
- Smart search

Benefits

- Intuitive and self-learning
- Assists in reducing truck rolls
- Increase first time fix rates
- Overview dashboard