The role of artificial intelligence

Increase self-service adoption.

Drive increased agent speed and accuracy.

Identify issues circulating on social media.

Gain insights from large data sets.

Automate rapid decision-making.

Deliver consistent constituent experiences.

Verizon Digital Customer Experience solutions

Artificial intelligence (AI) pattern recognition + AI process automation = Personalized Constituent Experiences

Verizon Digital Customer Experience

Social engagement

Virtual agent

Knowledge assist

Marketing tools

Digital tools

Contact center tools

Understand the voice of the constituent.

Enable continuous feedback and improvement.

Provide consistent answers.

Monitor constituent engagement.

Evaluate ongoing conversations.

Intelligently author knowledge base using existing content.

Monitor and manage outbound campaigns.

Add and update automation use cases.

Drive reductions in live agent interaction handling time.

Orchestrate cross-channel messaging.

Gain insights across all customer interactions.

Deflect live agent interactions with AI-powered self-service.

Do you have the tools, insights and expertise to align your organization and achieve an ideal constituent experience?

Stay focused, start small and expand from learnings.

Be channel smart.

Don’t launch and forget.

Augment human intelligence with AI.

Buy a product, not a developer toolkit.

Verizon Digital CX solutions help you continually improve your support services with human- and AI-based learning and insights. That enables better automation, inclusion of more use cases and additional constituent insights, which help you improve your responses.

Verizon Digital Customer Experience (CX) solutions are now available from SUNCOM for Florida agencies and organizations.

Best practices

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