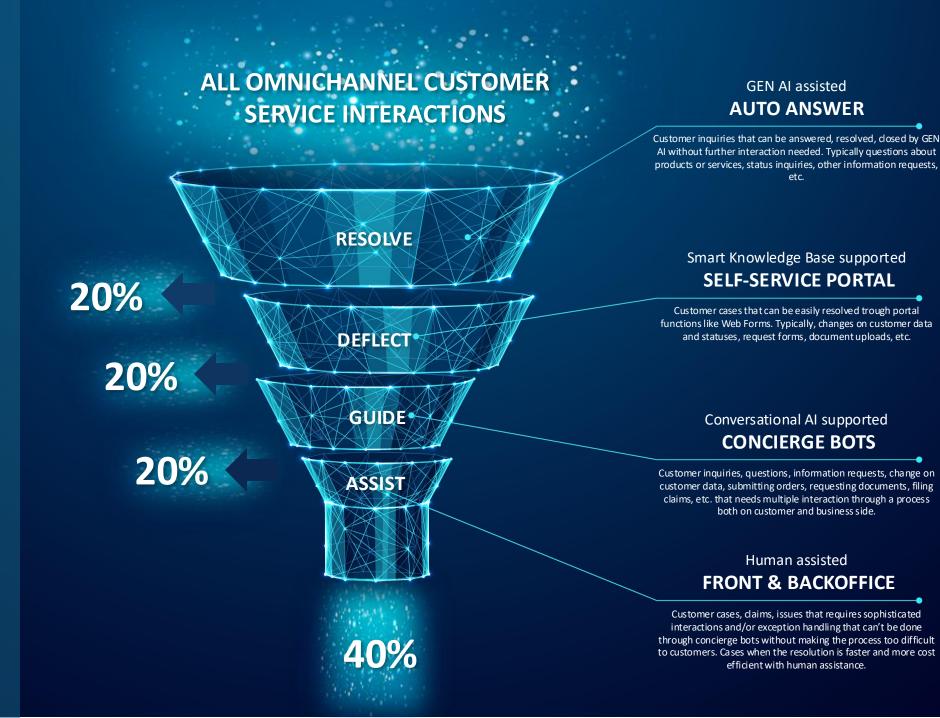
ECCENTEX BUSINESS AUTOMATION FRONTEND

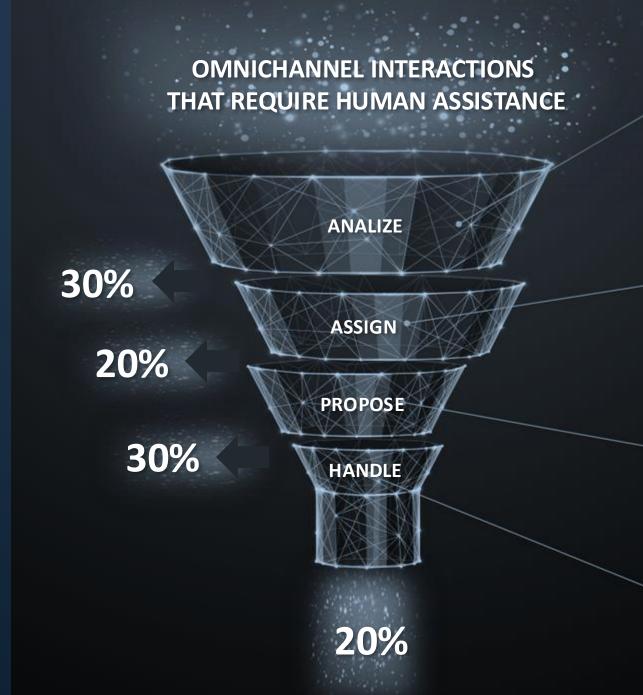
Automate ~60% of customer interactions before they hit your limited resource pool





ECCENTEX BUSINESS AUTOMATION BACKEND

Automate fully or partially ~80% of interactions that requires some level of human assistance



Leverage AI Analytics for real-time **AUTO CLASSIFYCATION**

Analyze and understand the sentiment, urgency, severity and context of the incoming interactions (regardless from the used communication channel) to make educated decision on their priority, importance and value, then determine what set of skills required to handle them.

Use Smart Rule Engine to **AUTO ASSIGNMENT**

Gain efficiency, decrease frustration, and shorten reaction and handling times by automatically make prioritization, routing and resource assignment decisions based on interaction content & context analytics.

Use Generative AI to auto create **AUTO RESPONSE PROPOSAL**

Shorten Agent Response time and decrease a verage handle time significantly by employing Generative AI to create a comprehensive response proposal for any inquiry on any language that may embed media & links.

Remaining Processes that needs

VALUE ADDED HUMAN TOUCH

Satisfy your valued customers by spending enough time and effort to manually manage those processes that may require exception handling or where human touch can add high value either for the customer or for the business.

