

# AI & Automation

**Survival in a time of disruption demands evolution.**

Digital evolution.

A truly evolved CX strategy is efficient, adaptable, resilient, and gets smarter over time.



Everise DX radically evolves your CX for this Experience Age -- when effectively interacting with customers from a distance is more important than ever -- through the power of Artificial Intelligence.

We build agile, future-ready support solutions, which reliably:



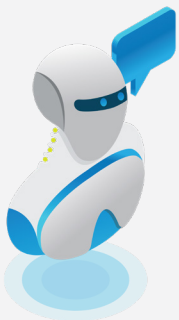
**Improve agent performance**



**Expand customer self-help options**



**Boost back-office efficiency**



## Multilingual Chatbot

exage is built upon proprietary, AI-powered chatbot and virtual assistant technologies proven to transform the customer experience by offering a welcome self-directed support channel while relieving inbound pressure during peak times. The goal of Everise DX is not to replace traditional agents, but to enhance their capacity to deliver the highest quality experiences by focusing their efforts on the most challenging and highest consequence contacts.

## Interactive voice response (IVR)

Everise DX automates inbound and outbound voice-based virtual assistants with our interactive Voice Intelligence solution, delivering a superior customer experience while cutting through long IVR workflows.



## Robotic Process Automation (RPA)

Everise DX unlocks new levels of value in the workplace by freeing employees from time currently wasted on repetitive tasks. Our RPA solutions leverage multiple smart technologies to re-examine and creatively complete processes that are vital but inefficient.

## Smart Employee Experiences

Everise DX helps attract and retain high-performing talent while reducing strain on HR help desks with our Digital Employee Experience (EX) solutions. The organizational impact of Digital EX – bolstered by the culture of innovation and engagement these help foster – reverberate long after onboarding.





## What gives Everise DX the edge

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### Built for Speed

Our solutions run on a fully customizable, proprietary tech stack for rapid prototyping and optimization. This means we meet your exacting needs sooner. Being a managed service, your costs are controlled and free of licensing headaches.



### The Economics of AI

A single voice interaction can cost as much as \$15. A multi-tasking chat agent can get that cost down to \$5 per interaction. Meanwhile, an Everise DX AI-powered solution costs around 20c per interaction in any of over 30 Asian and European languages – all while increasing the effectiveness of your carbon-based agents.



### Business Continuity

The increasing severity of regional disruption due to viral, climate and social factors demands a CX strategy able to maintain basic functionality even if the lights where your agents are located should go out. Our solutions are resilient and designed to fill gaps sparked by the kinds of black swan events that seem to be defining more of the time we live in.



### Flexible Engagements

Just as AI maximizes support options for your customers, Everise DX maximizes engagement options for our clients. We will work to optimize both the effectiveness of our tools and the basis upon which they are priced -- with the satisfaction of all parties our top priority.

Useful digital solutions may have seemed inaccessible before, but Everise DX will work with you to find arrangements that are competitive, sustainable and transformative.

## Case Study: Artificial intelligence powers vital CX evolution



### CLIENT

Major, multi-state retail chain



### CHALLENGE

To quickly build and implement IVR and chatbot support tools in order to keep up with surging support requests made primarily by an older demographic



### STRATEGY

Everise DX built a foundational, logic-driven knowledge base within the client's existing omnichannel support solution, supplemented by natural language understanding-infused voice and text-based interfaces.



### OUTCOME

Immediately after going into production, the Everise DX solutions successfully diverted at least between 26 and 50% of our partner's incoming chat and call volume, greatly reducing pressure on existing teams and fluidly scaling to meet spikes in demand.

## Case Study: RPA greatly improves agent efficiency



### CLIENT

Global leader in shipping, delivery and logistics.



### CHALLENGE

To develop a smart, automated system for improving the process of moving packages through international customs.



### STRATEGY

Everise proactively developed standardized webforms backed up by robotic process automation designed to identify, access, aggregate and standardize the most useful and relevant case-specific information, free of input errors. This data then guided the agent's decision-making in ways that reduced time per case enormously.



### OUTCOME

The Everise RPA innovation, developed and implemented within a few short weeks, improved operational efficiency by a stunning 50%.