AI-powered contact center solutions for modern enterprises

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As customer expectations continue to rise, businesses must find innovative ways to deliver exceptional service, streamline operations, and equip agents with the tools to perform at their best. Our AI-driven solutions offer comprehensive support for self-service interactions, analytics, and enhanced agent experiences, ensuring businesses can scale, innovate, and thrive. This brochure highlights the three core pillars of our AI offerings: AI Self Services, AI Analytics, and Agent Experience—each designed to meet your evolving needs and transform your operations.

AI Self Services

Design and implement omnichannel interactions that provide customers with personalized and efficient support through our AI Self Services platform. By leveraging conversational AI, cognitive search, and smarter bots, we help you scale your operations while enhancing customer satisfaction.

- **Conversational AI:** Empower your digital workforce with omnichannel AI-powered customer service representatives, reducing wait times, efficiently distributing calls, and ensuring fulfillment.

- **Cognitive Search:** Easily access the information you need by searching your enterprise content management systems for relevant answers with our semantic search tool.

- **Email Intelligence:** Automate the process of classifying, extracting, and organizing data from emails, enabling faster responses and more efficient workflows.

- **Smarter Bots:** Implement robotic process automation, transcription, translation, and object detection services to streamline operations and reduce human intervention in routine tasks.

- **Digital Human:** Create an immersive customer experience with facial recognition, emotional intelligence, and hyper-personalized interactions through digital avatars in existing customer channels or the metaverse.

AI Analytics

AI Analytics delivers cloud-native business intelligence and AI-driven insights to help you optimize operations, identify trends, and make data-driven decisions. From call center insights to performance analytics, we provide the tools to drive measurable improvements.

- **Call Center AI:** Use AI to analyze historical call data, extract sentiment, and predict customer outcomes, enabling faster response times and more effective issue resolution.

- **Chatbot Analytics:** Our models analyze bot performance, identifying gaps in containment, customer sentiment, and interaction patterns to optimize chatbot interactions and improve customer satisfaction.

- **Agent Experience Analytics:** Leverage our AI-driven task and process mining tools to enhance productivity and reduce inefficiencies by capturing and analyzing agent workflows and identifying opportunities for process improvements.

Agent Experience

Agent Experience solutions aim to enhance both customer satisfaction and agent performance by eliminating silos and providing a unified view of all your needs. By integrating AI-driven insights directly into the agent's workflow, we streamline processes, ensuring quick and efficient resolution of customer issues.

- **Agent Enablement:** Increase agent productivity and satisfaction by embedding real-time recommendations and knowledge search capabilities into both homegrown and third-party applications. This integration reduces the time agents spend searching for information, allowing them to resolve customer queries more efficiently.

- **Quick Issue Resolution:** By providing agents with real-time access to relevant information while they interact with customers, our solution enables faster resolution of customer issues, leading to a better overall experience for both agents and customers.

- **Process Redesign:** Our approach simplifies agent workflows by reimagining the desktop UI/UX and integrating telephony systems, ensuring seamless service delivery across all platforms.

- **Identify Training Opportunities:** With advanced analytics, we pinpoint gaps in agent performance, providing actionable insights for training and development programs to improve overall efficiency.

REAL-WORLD IMPACT, LASTING RESULTS.
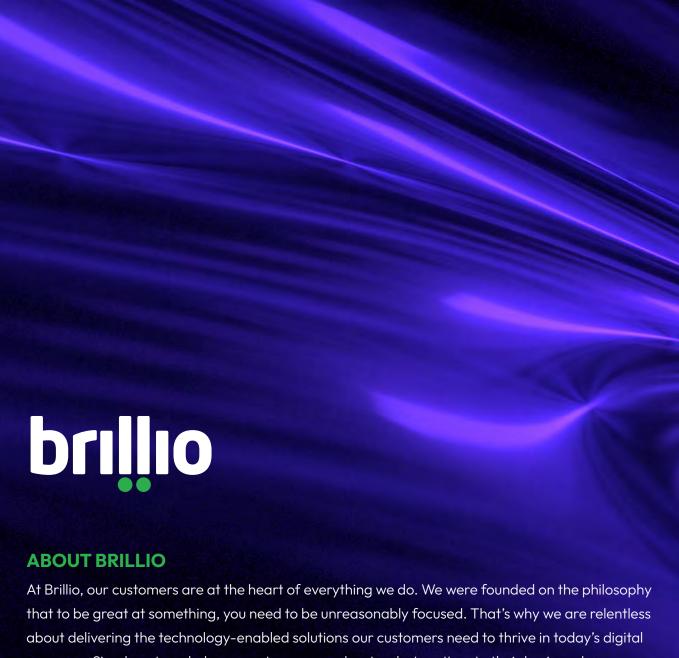
AI Self Services Client Success Stories

- A multi-channel automation platform was implemented to streamline a healthcare provider's demographic updates. This solution reduced processing times from two weeks to minutes, cut operational overhead by 30%, and significantly improved the provider experience.

- A conversational AI agent was developed to handle COVID-19 inquiries, scheduling, and vaccine-related information. The AI bot managed 44.7 million calls in 2021 with a 66% containment rate, leading to a cost avoidance of $47.3 million and improved customer experience by reducing wait times and streamlining appointment scheduling.

AI Self Services Client Success Stories

- We developed an AI-powered pipeline to analyze call center data, identifying key metrics like call volume, sentiment, and task completion. This enabled virtual assistance and automation, **resulting** in reduced call volume, lower costs, and improved customer satisfaction and agent productivity.

- **For a healthcare client**, Brillio leveraged AI/ML models to analyze bot interactions, improving containment rates through our in-house analytics platform. The AI/ML models revealed caller moods, topics, and conversation patterns, while rules-based models focused on specific use cases. These insights were used to train and tune the bot, addressing performance gaps and improving containment.

Agent Experience Client Success Stories

- An insurance provider with 10,000 call service reps handling 22 million calls annually faced inefficiencies as agents searched multiple repositories for information. A Cognitive Search Engine was developed to provide quick, contextual answers, aiming to reduce AHT by 6-8%, with an expected gross savings of $10 million over three years.

- A Medicaid enrollment process for an insurance provider lacked visibility across multiple applications, with over 1.3 million transactions and 38,000 hours of manual work annually. We identified process inefficiencies and proposed a solution to reduce human involvement by over 60%, leading to an estimated annual savings of $900k through a 66% reduction in labor.

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ABOUT BRILLIO

At Brillio, our customers are at the heart of everything we do. We were founded on the philosophy that to be great at something, you need to be unreasonably focused. That's why we are relentless about delivering the technology-enabled solutions our customers need to thrive in today's digital economy. Simply put, we help our customers accelerate what matters to their business by leveraging our expertise in agile engineering to bring human-centric products to market at warp speed. Born in the digital age, we embrace the four superpowers of technology, enabling our customers to not only improve their current performance but to rethink their business in entirely new ways. Headquartered in Silicon Valley, Brillio has exceptional employees worldwide and is trusted by hundreds of Fortune 2000 organizations across the globe.

https://www.brillio.com/
Contact Us: info@brillio.com