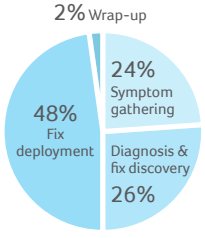
WDS Agent IQ

Automated problem diagnosis, fix discovery and data collection

WDS, A Xerox Company, provides multi-channel knowledge management, care automation and analytics to help brands deliver a more effective customer service experience.

Agent IQ uses advanced machine learning techniques and real-time data analysis to accurately diagnose a customer's problem and present the most appropriate fix. Contact center performance is improved through more efficient customer interactions while the automated collection of call data dramatically improves call deflection strategies.

When a customer experiences a problem and calls your contact center, they don't talk in "fault codes" or "problem types"; instead they describe their symptoms. It's the role of the Customer Service Representative (CSR) to translate these symptoms into a known product or service fault quickly and efficiently so that a suitable fix can be found.



Average call breakdown.
Source WDS, 2013.

For many brands, the increasing complexity of the products and services they must support means that approximately 50% of a technical support call is time spent capturing these symptoms, diagnosing the problem and then searching for a suitable fix. Agent IQ is designed to take the guesswork out of troubleshooting by automating the process of fault diagnosis and fix discovery. This ensures not only an accurate diagnosis for the CSR to work from, but consistency in how call data is recorded; vital in building call deflection strategies that address customers' described symptoms.

wds
A Xerox Company

Technology Services Consulting

www.wds.co

Agent IQ learns and adapts to your contact center

Unlike traditional case-based reasoning and decision trees which remain static, Agent IQ learns and adapts in real-time to the call types coming into your contact center (and the success rate of prescribed fixes). Drawing on historical call data, it's able to determine the most likely fault based on the customer's described symptoms and direct the CSR to the most appropriate fix.

It's this real-time, evidence-based self-learning that ensures Agent IQ's accuracy continually improves, allowing it to confidently map customer symptoms to known product or service faults, improve the performance of your contact center and protect customer satisfaction.

Actionable intelligence from automated call logs

WDS has nearly 20 years of customer care experience and Agent IQ has been designed to address many of the operational challenges facing today's contact centers, from "up-skilling" lower-tiered environments and reducing call escalations to improving how call data is collected and classified.

Because of inconsistencies in data collection, many contact center operations resort to manually processing call logs to identify trends and problem types. This dramatically limits how data is used to drive deflection strategies. Agent IQ overcomes this by writing pre-classified call logs on behalf of the CSR, meaning call driver analytics are generated in real-time without negatively impacting Average Handle Time (AHT).

The Agent IQ Management Dashboard delivers an immediate view of the call drivers coming into the contact center, allowing operational improvements to be made and call deflection strategies to be implemented with reliable and accurate data.

Built for today's contact centers

With an intuitive User Interface, Agent IQ simplifies CSR workflow to enable a greater focus on the customer. By removing the need to manually diagnose customer issues, create call logs or use intensive trial and error keyword searches to identify a fix, the CSR is able to shift their focus away from the technical intricacies of products and services, and deliver a more satisfying customer service experience to your customers.

Integrate your existing knowledge assets

Ensuring that you maximize your existing knowledge and contact center investments, Agent IQ can be integrated with existing knowledge assets and tools. Alternatively, Agent IQ can be deployed "with knowledge" by integrating it with the industry's most complete knowledge base for smart devices, WDS Agent Expert.

Regardless of the deployment mode, Agent IQ dramatically simplifies the troubleshooting process and delivers a single route for CSRs into knowledge bases, support tools and externally hosted assets.

> **"Agent IQ learns first time and remembers everything. It uses what's gone before to prevent the next call or make it as efficient as it can be."**

To find out more about Agent IQ contact us at:

enquiries@wds.co

FEATURES

- Real-time, evidence-based self-learning that increases the delivery of the right solution.
- Assisted troubleshooting workflow reduces the reliance on CSR troubleshooting skills.
- Natural language processing provides more accurate and relevant information.
- Auto call log generation removes human error and increases data accuracy and relevance.
- Improved operational performance and drive call deflection strategies through accurate, real-time call driver analytics.
- Flexible deployment modes. Agent IQ works with existing knowledge, tools and systems to provide the best fix for the CSR.
- Reduces CSR training times.
- Reduces call escalations by up-skilling lower-tier environments.

wds
A Xerox Company

WDS, A Xerox Company is the trading name of Wireless Data Services Ltd registered in England and Wales with company number 01714719. Registered address - Wireless Data Services Limited, 160 Queen Victoria Street, London EC4V 4AN. VAT number GB 911330278. WDS cannot accept (and hereby disclaims) any responsibility for loss or damage caused by errors or omissions.
All rights reserved © WDS, A Xerox Company 2014