Automation and AI will disrupt the way customer contact center industry operates. Human led digital workers will transform the way customers get serviced. Advanced capabilities powered by automation and AI will make contact centers agile and intelligent, opening a window of opportunity for contact centers to influence topline. New age customers, who love personalized, omni-channel and self-service experience expect their interactions with agents to be simple, insightful and contextual. Leveraging automation and AI, agents will be able to go above and beyond in delighting their customers.

AssistEdge Engage helps organizations in reimagining their contact center and achieving superior customer experience. Customers benefit from faster query resolution, reduced hold time, increased first call resolution and suitable offers thereby improving brand connect and loyalty. AssistEdge Engage combines rich capabilities of AI and automation improving agent productivity by automating repetitive tasks, cross-sell and upsell by offering rich customer context, improving agent morale and agent learnability.

Key features

- **360⁰ Customer View**
  Leverage actionable customer insights from disparate applications, integrated onto a unified dashboard

- **Predictive Customer Insights**
  Redefine customer engagement based on past interactions and behavioral patterns

- **End-to-end Process Orchestrator**
  Expand scope of automation with end-to-end process automation, that integrates human & digital workers tasks

- **Citrix & VDI Support**
  Adapt to XenApp and XenDesktop, even in complex implementations

- **Web Engage powered by low code app development**
  Light web-based interface, available on browsers and across desktop / mobile devices

- **Guided Assistance for Customer Service Agents**
  Improve agent learnability with step-by-step guidance to execute requests

- **Single Sign-in Manager**
  Login across multiple applications with a single click and avoid time-outs

- **One Click Smart Automation**
  Automate customer requests across multiple applications, with a single click
AssistEdge Engage is an intelligent automation platform that empowers contact centers with smart features to significantly augment agent productivity and elevate customer experience.

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AssistEdge offers a cohesive automation platform that enables enterprises to scale in their automation journey. It offers enterprises with a comprehensive suite of products enabling them to drive initiatives around process discovery, intelligent automation and digital workforce orchestration. AssistEdge has helped enterprises unlock value in the form of reduced service time, faster sales cycles, better resource allocation, accelerated revenue recognition and improved efficiency among others.

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EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, is a global leader in AI and Automation, assisting clients thrive in their digital transformation journey. Our mission is to create a world where our technology augments human intelligence and creates possibilities for enterprises to thrive. Our comprehensive product portfolio across AI (Infosys Nia), Automation (AssistEdge) and AI enabled Business Applications (TradeEdge, FinXEdge, ProcureEdge) helps businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. Today EdgeVerve’s products are used by global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities. Visit us to know how enterprises across the world are thriving with the help of our technology.

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