



BUSINESS AUTOMATION FOR COMPLAINTS - WATSON EDITION

Transform your complaints process with I2V Business Automation for Complaints built on the IBM Digital Automation Platform and IBM Watson Services

Background

I2V Business Automation for Complaints is an enterprise class and extensible solution built on the market-leading Digital Automation Platform from IBM.

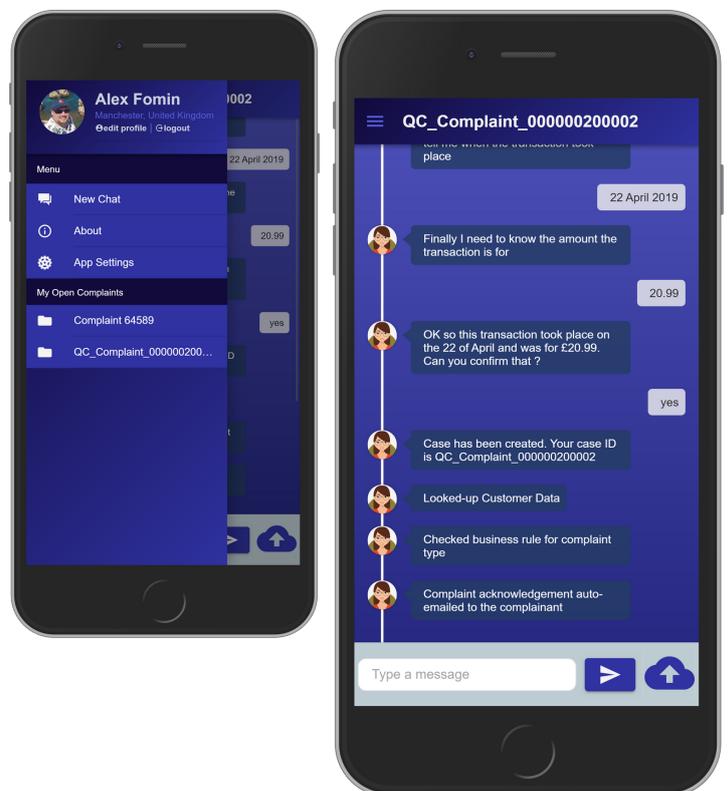
This datasheet sets out the additional available IBM Watson Services for cognitive intelligence that extend the complaints solution for further business value.

Automated Intelligence - the next step in your Complaints Journey

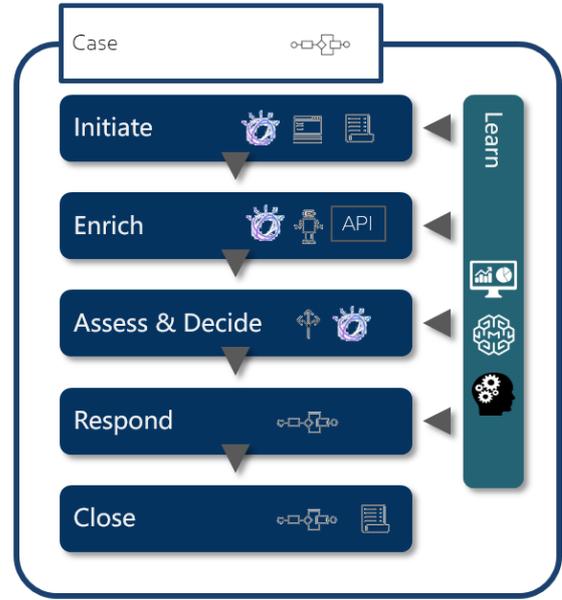
Watson Assistant - More than a chatbot. Watson Assistant is an offering for building conversational interfaces into any application, device or channel.

Chatbots use natural language recognition capabilities to discern the intent of what a user is saying in order to respond to enquiries and requests. The problem is, most chatbots try to mimic human interactions which can frustrate users when a misunderstanding arises. Watson Assistant goes further. It knows when to search for an answer from a knowledge base, when to ask for clarity and when to direct you to a Complaints Handler for complex cases that need human intervention and reasoning.

I2V's Business Automation for Complaints integration with Watson Assistant doesn't stop there. The Complaints Handler is able to interact directly with the complainant through the chatbot, ask for documents to be added and can automatically update the complainant on the status of their issue.



ANATOMY OF A COMPLAINT



Natural Language Understanding

Complaints arrive into an organisation in many ways but they are always, by their nature, unstructured. Take your understanding of your unstructured complaints data to a new level with a full suite of advanced text analytics features to extract entities, relationships, keywords, semantic roles and more.

Speech to text

Should you want to move your verbal complaints into a location where they can be analysed in the same way as other complaints, then take advantage of the IBM Watson Speech to text services. You can customise the base model to improve accuracy for language and content you care most about, such as product names, domain-specific terminology, jargon, expressions, dialects, or names of individuals and spot specified keywords in real-time with high accuracy and confidence.

Personality Insights

Assist your complaints handlers by using Watson to predict personality characteristics, needs and values via written text. Understand customer habits and preferences on an individual level and at scale.

Tone Analyser

Analyse emotions and tones in online complaints, tweets or reviews. Predict whether they are happy, sad, confident and more. Enhance your complaints process by monitoring customer service and support conversations so you can respond to your customers appropriately and at scale. See if customers are satisfied or frustrated, and if agents are polite and sympathetic.

For more information, or to arrange a demo, please email enquiries@insight2value.co.uk

