

GOOGLE CCAI

REDEFINING INNOVATION: EMPOWERING SEAMLESS CONNECTIONS

Businesses can enhance customer service and reduce costs by utilizing AI for data aggregation and rapid support. Google CCAI, which integrates Dialogflow and natural language technologies, enables staff to manage complex interactions effectively. This transforms customer interactions with AI that understands and communicates effectively, revolutionizing how businesses connect with their clients.



Legacy Contact Center

Challenges

- 01 Hour Long Wait
- 02 Siloed Channels
- 03 Lack of OmniChannel Support
- 04 Poor Service
- 05 Low First Call Resolution

Turn challenges into competitive advantages with GTS and Google CCAI



15% Improvement in CX



21% Reduced Average Handle Time



Savings 50% Lower Cost



16% Improvement Call Deflection

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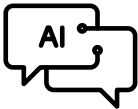
Case Studies



Reemployment
Claims Assistant Bot



Smart Bot for Department
of Children & Family



OmniBot

Developed a custom, multilingual virtual assistant (chat and voice) powered by Google CCAI, specifically designed to address queries related to state-governed unemployment benefits.



FamilyBot

Custom-developed a multilingual virtual assistant (chat and voice) designed to swiftly resolve inquiries and provide immediate advice, aligning with the department's goal to protect the vulnerable and support family resilience.

Use Cases for Google CCAI Solution

Travel & Hospitality



Booking and reservation management, travel information provision, itinerary modifications, check-in processes, loyalty program benefits, and frequently asked questions

Individual banking services, account balance inquiries, money transfers, bill payments, credit and debit card activities, loyalty benefits, and more



Banking

Customer Support



Management of user accounts, resetting passwords, unlocking user accounts, and updating personal details