Maximize the quality of your contact center: service monitoring and IVR testing



UiPath The Foundation of Innovation™

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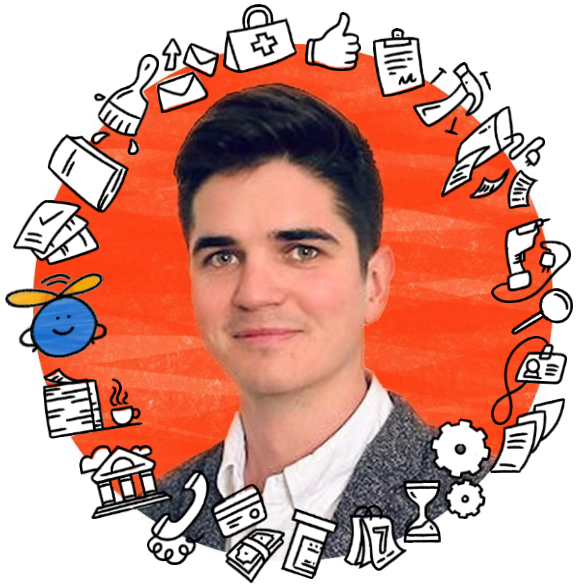

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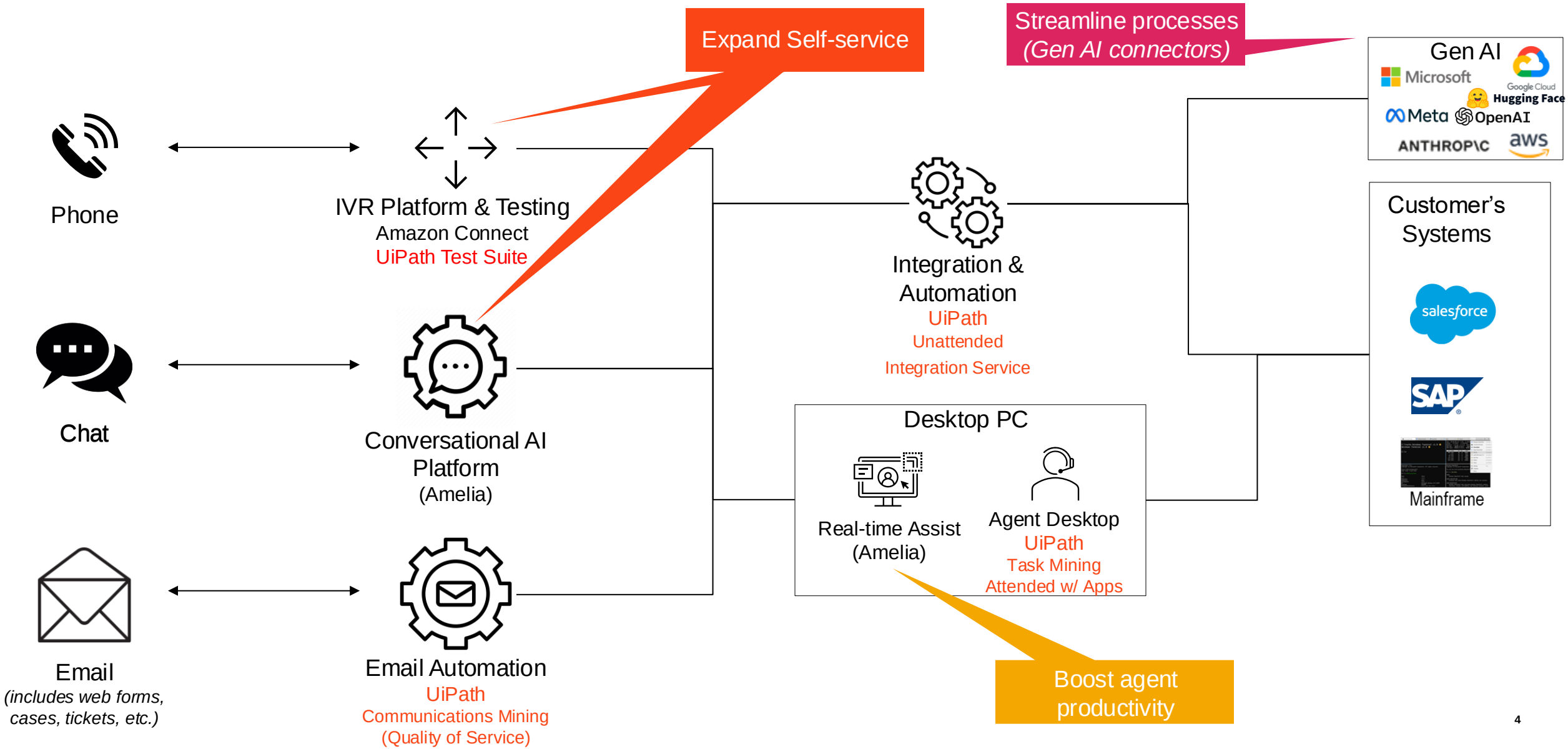
The UiPath Business Automation Platform provides a complete solution to orchestrate the end-to-end customer experience



The quality of customer experience is a crucial point of competition

But a **lack of visibility and understanding impacts service quality** across all key stakeholders.

IVR quality assurance is time and resource intensive.

Ensuring customers **receive the highest quality service across all channels is a challenge.**



Service Agents

- Can't work proactively – stuck in reactive mode
- Lack visibility to get ahead of issues
- Can't identify root causes of client service events

Relationship Managers

- Can't demonstrate where potential issues were identified, managed, and/or avoided
- Can't evidence and benchmark performance to win more business

Leaders

- Can't track or measure quality of service from their teams
- Can't demonstrate impact or drive improvements

If you receive a complaint or an escalation from a customer, it's already too late.

Sentiment tracking alone is not an effective measure of quality

In B2B, customers don’t often tell you what they really think.
Tone can’t be accurately detected through keyword analysis.

Cultural differences are difficult to perceive within comms.
A one-size-fits-all approach is not effective.

The quality of any service provided is a critical business goal both externally and internally.

By the time organizations discover an issue it has already impacted the silent majority.

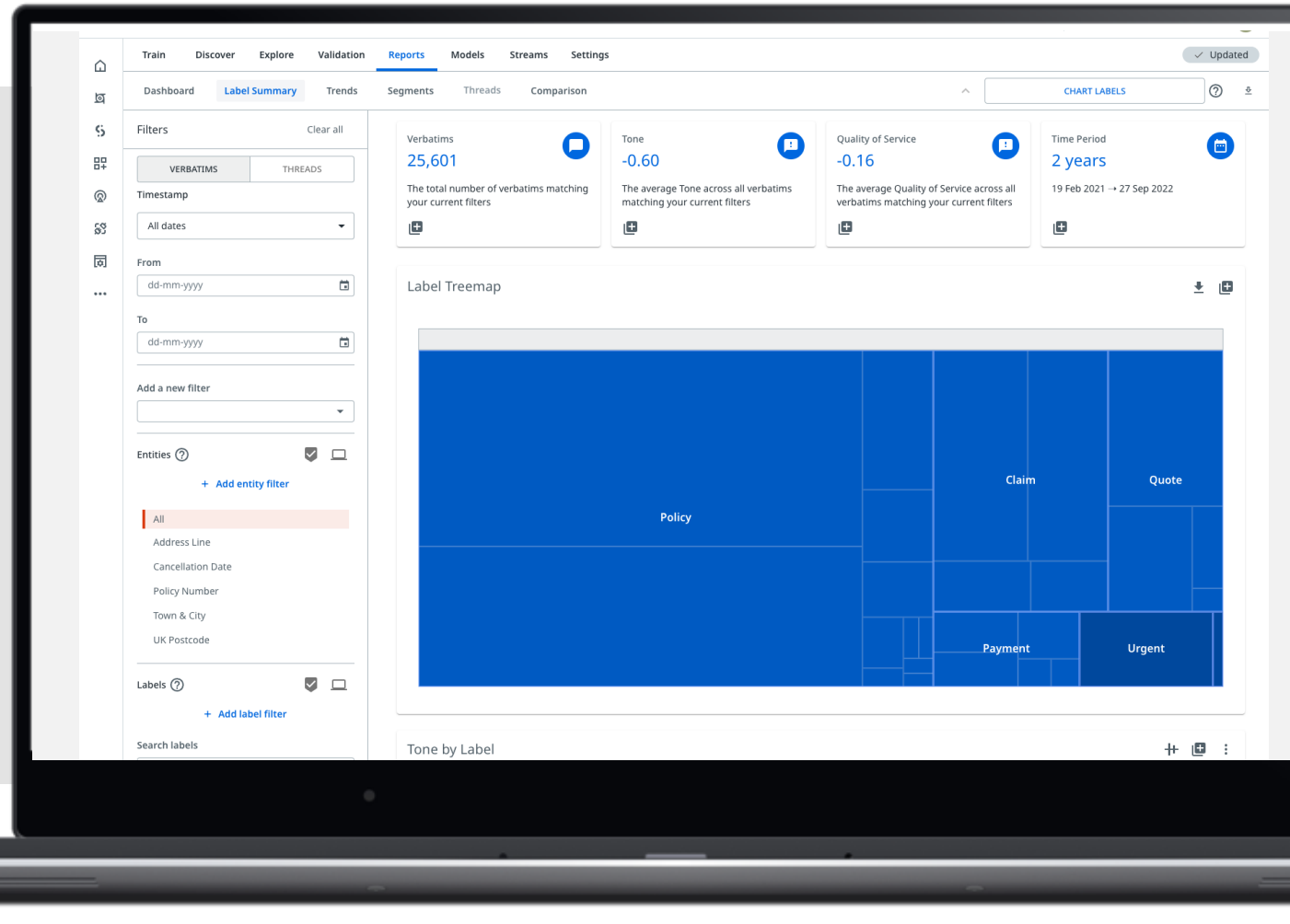
Customers can be very polite whilst having a bad experience.
They will still churn.



Introducing
UiPath Communications Mining

A **no-code**, **state of the art NLP platform** combining unsupervised and active learning to build **customer-specific ML** models to **analyze** and **automate** business communications.

UiPath Communications Mining turns **every message** into **actionable data** in **real-time,** enabling businesses to **understand**, **monitor** and **act** on every conversation.



Quality of Service

Communications Mining's Quality of Service (QoS) functionality helps to ensure that customers can always receive the highest level of service.

It combines the **tone** (overall sentiment) and **intents of all messages to automatically compute configurable QoS Scores.**

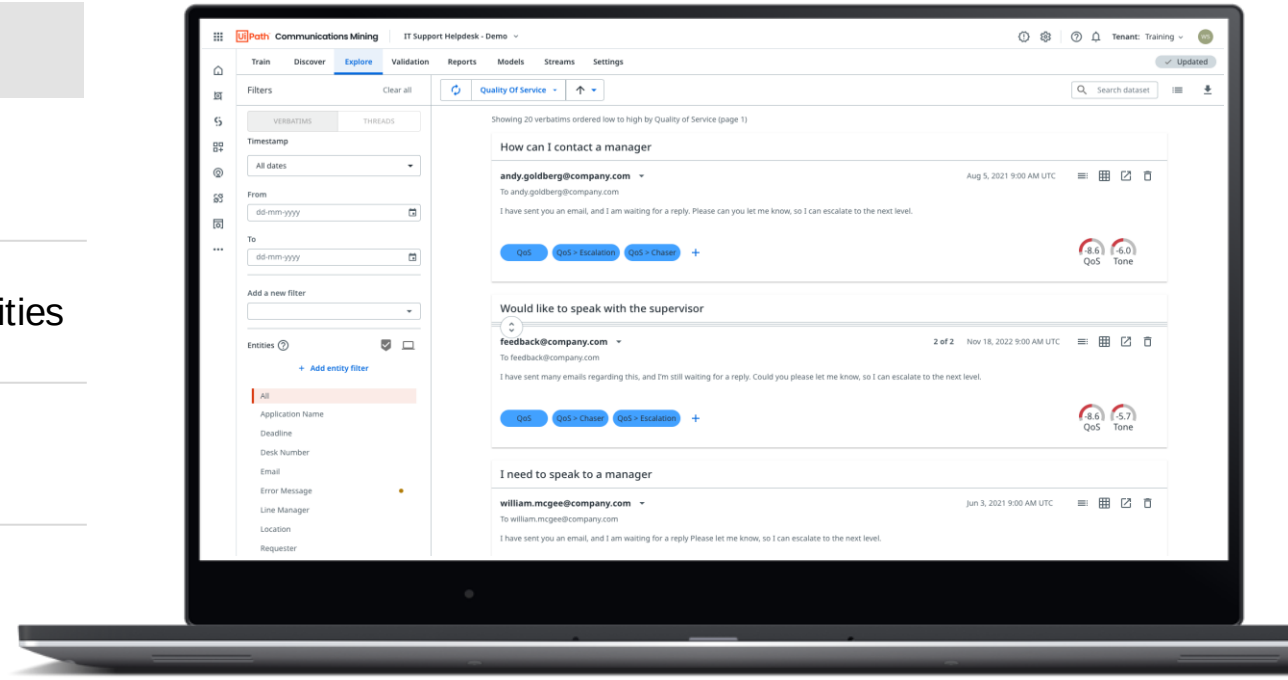
How our clients use QoS:

01 Quality assurance across customer facing teams

02 Identification of prevalent customer issues & recovery opportunities

03 Performance monitoring & proactive customer interventions

04 Prioritization of agents' work & time management



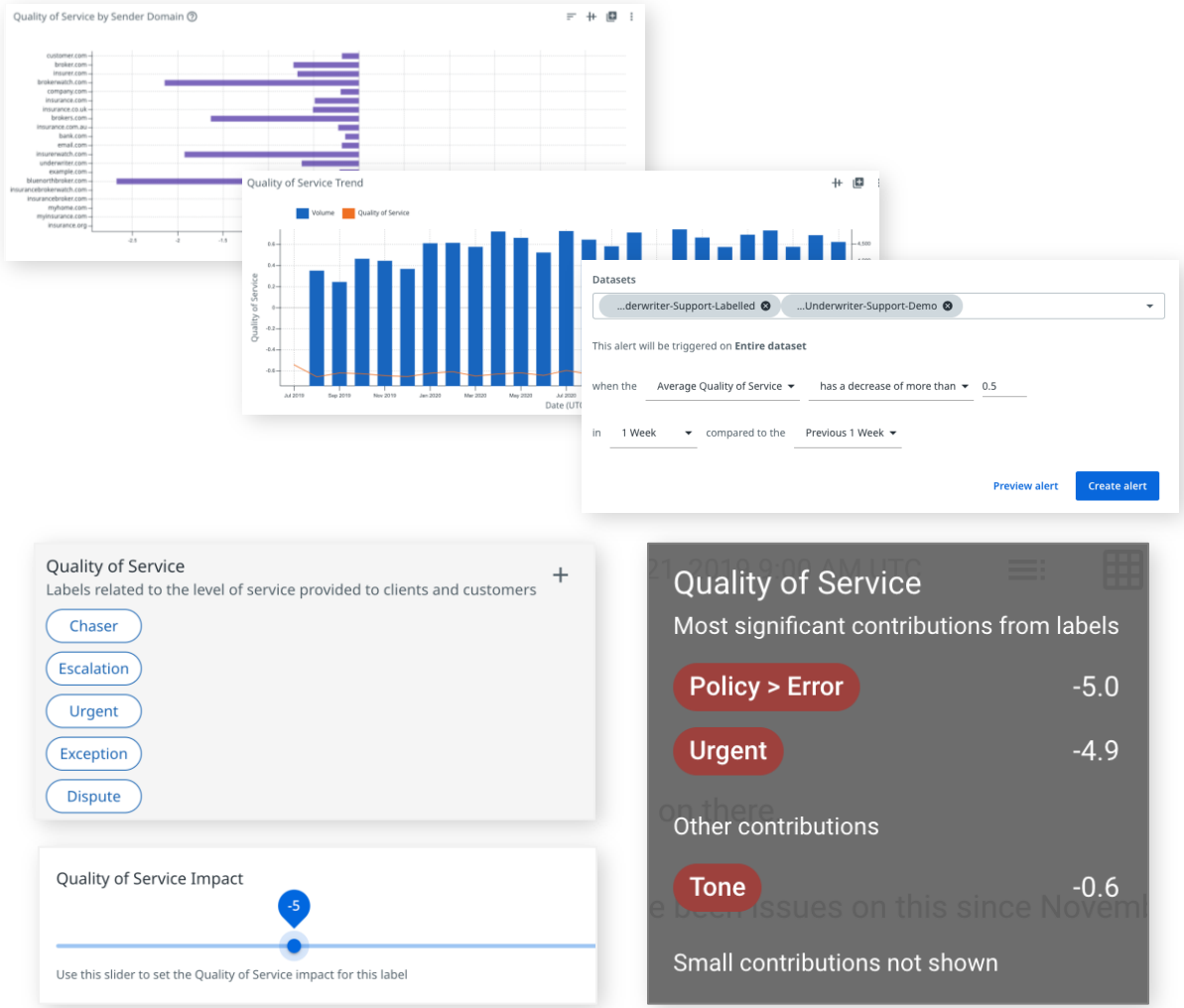
How Quality of Service works

The QoS feature **automatically combines the overall sentiment and combined impact scores each label prediction to generate a score** between -10 and 10 for **every message.**

Any **label can be assigned an impact score** (-10 to 10) depending on **its impact to a client's experience.**

Pre-trained Quality of Service labels with pre-set impacts and **tone analysis** are **available out-of-the-box.**

Once generated, these scores can be **aggregated up at any level,** allowing both **qualitative** and **quantitative analysis within the platform**, as well as **live monitoring and alerting on trends and events.**



Ensuring the Quality of IVR Systems

IVR systems are often the first point of interaction between a company and its customers. A well-functioning IVR system can greatly *enhance customer satisfaction* by providing a seamless and efficient experience.

UiPath Test Suite ensures that the system is user-friendly, intuitive, and can handle various customer queries effectively.

IVR solutions can be complex, comprising of multiple technologies working together. Testing solutions must be able to handle the variety of systems (both inbound and outbound)

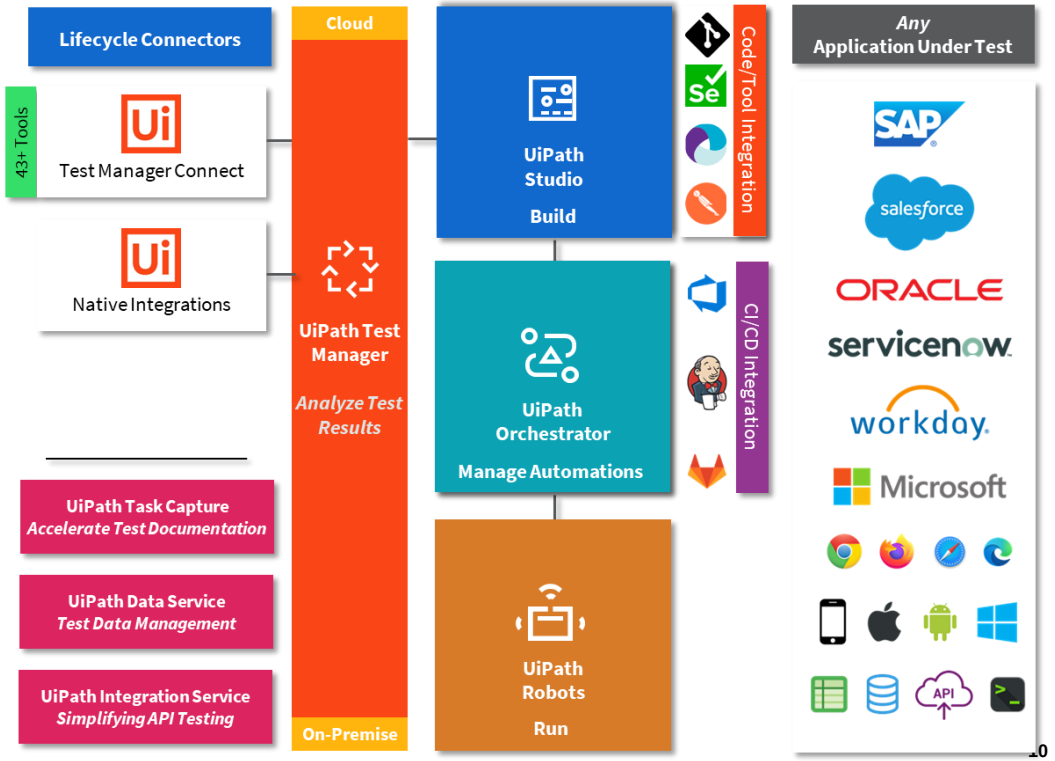
How our clients use UiPath Test Suite:

01 Quality assurance across IVR technologies

02 Identification of potential errors, dead ends, confusing instructions, or incorrect information

03 Verify integrations between IVR systems and other enterprise solutions, such as CRM, database, or billing systems

04 Risk mitigation to identify and fix issues early; thus, reducing system downtime, customer complaints, and staff augmentation



IVR Testing Key Requirements

Make Calls — Handle basic call functions

- Make outgoing calls
- Convert speech to text

Validate — Text comparisons

- Compare IVR speech to expected results
- Log all speech conversion for manual reconciliation

Navigate — Interact with the IVR system

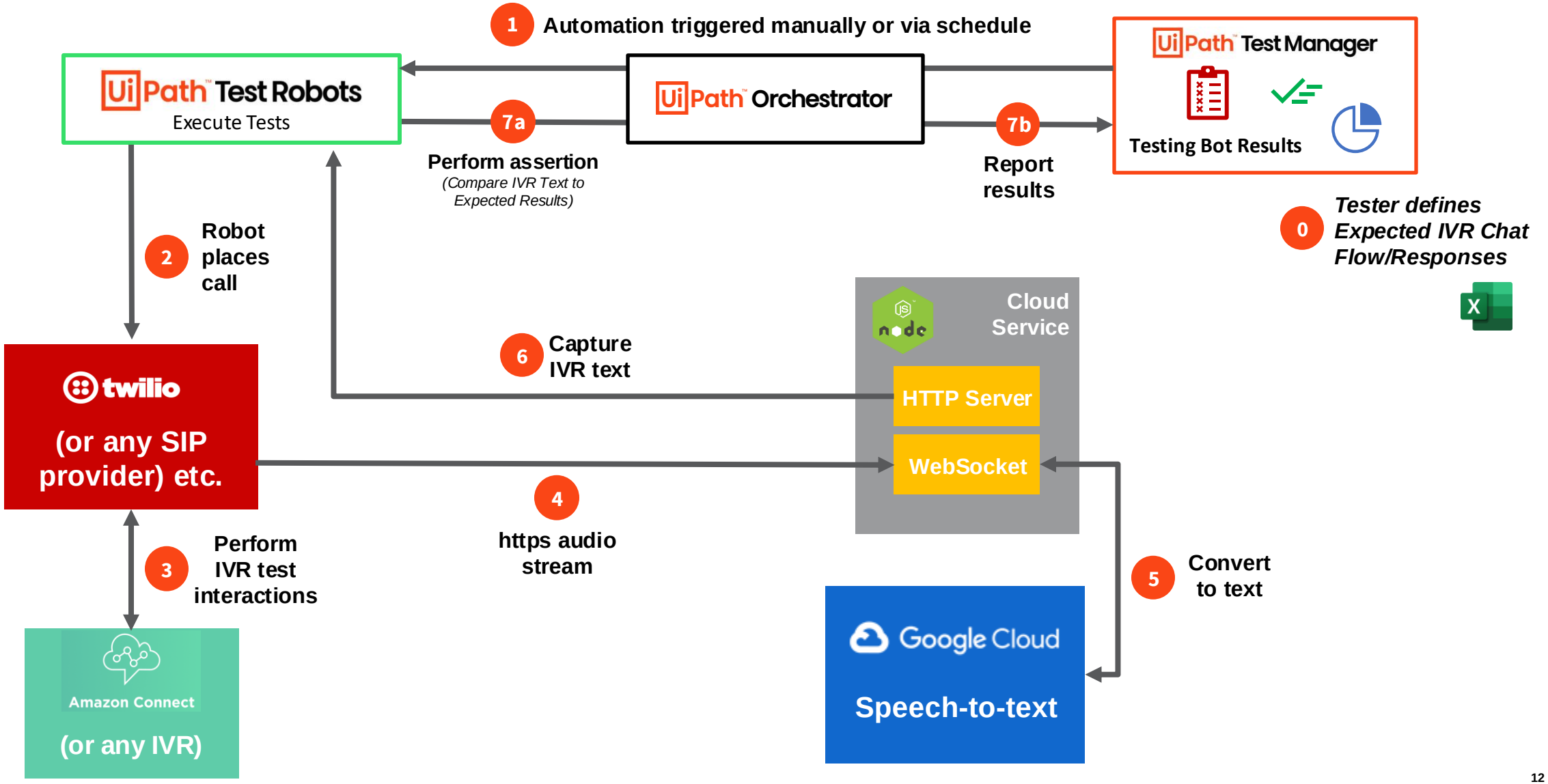
- Provide DTMF responses
- Provide voice responses

Flexibility — Open Architecture

- Allow changes in IVR and text-to-speech providers
- Allow any language and any cloud to coordinate flow

IVR Test Architecture Diagram

How it works



The value of contact center quality

UiPath ensures customers are provided with the highest quality of service, driving improvement in IVR testing, while proactively identifying improvement opportunities



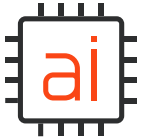
Accurate & timely management intelligence



Proactive issue identification & resolution



Boost efficiency, performance & productivity



Scale AI quickly across service functions

Learn more about UiPath contact center solutions

UiPath Contact Center solutions

See the dedicated Contact Center solution page on the UiPath website.
https://www.uipath.com/solutions/department/contact-center-automation

The Ultimate Guide to Communications Mining

See the value that communications discovery, monitoring, and automation can bring to your business.
https://www.uipath.com/resources/automation-whitepapers/ultimate-guide-to-communications-mining

Start an Enterprise Trial

Speak to your Account Executive about starting an Automation Cloud Enterprise Trial of UiPath Communications Mining.

