

Self-Service is one of the greatest AI innovations to make its way into Customer Service streams.

Technology is evolving at a crazy rate, and so are us mere mortals.

EVERYTHING IS CONNECTED.
EVERYTHING IS INSTANT.

5 REASONS TO LOVE SELF-SERVICE

1. PHENOMENAL SPEED OF SERVICE

Self-Service is astonishingly quick.

Processing information in **less than a microsecond**. No human can compete with that!

2. SECURITY

Fraud is rife. Keeping customer details safe should be a priority, but doing that whilst maintaining Customer Service can be tricky.

With the new generation of automated, speech Self-Service, customers safely and securely can pay through a PCI compliant, automated process, where absolutely no information is stored and Agents have no access to details.

3. ACCURACY

Despite the horror stories of terrible recognition, speech self-service is pretty awesome. It's constantly learning, improving and evolving.

And it's never been easier to recognise strong accents in a variety of languages.

4. CONVENIENCE

Long gone are the "normal" 9-5 operations - and thank heavens for that. Not everyone is available during that time to call, buy etc.

Self-Service has enabled a truly 24/7 customer experience. Where customers can serve themselves any time - day or night. Without having to speak to an Agent.

5. AUDITABLE

With AI, every interaction is fully auditable. So if an issues arises it's simple to locate the call in question. Unlike tracking down "Tom" in a Contact Centre of 1,236!

CONTACT US

Maximum Network Solutions

0333 566 0000

maxine@maxnet.co.uk

www.maxnet.co.uk

