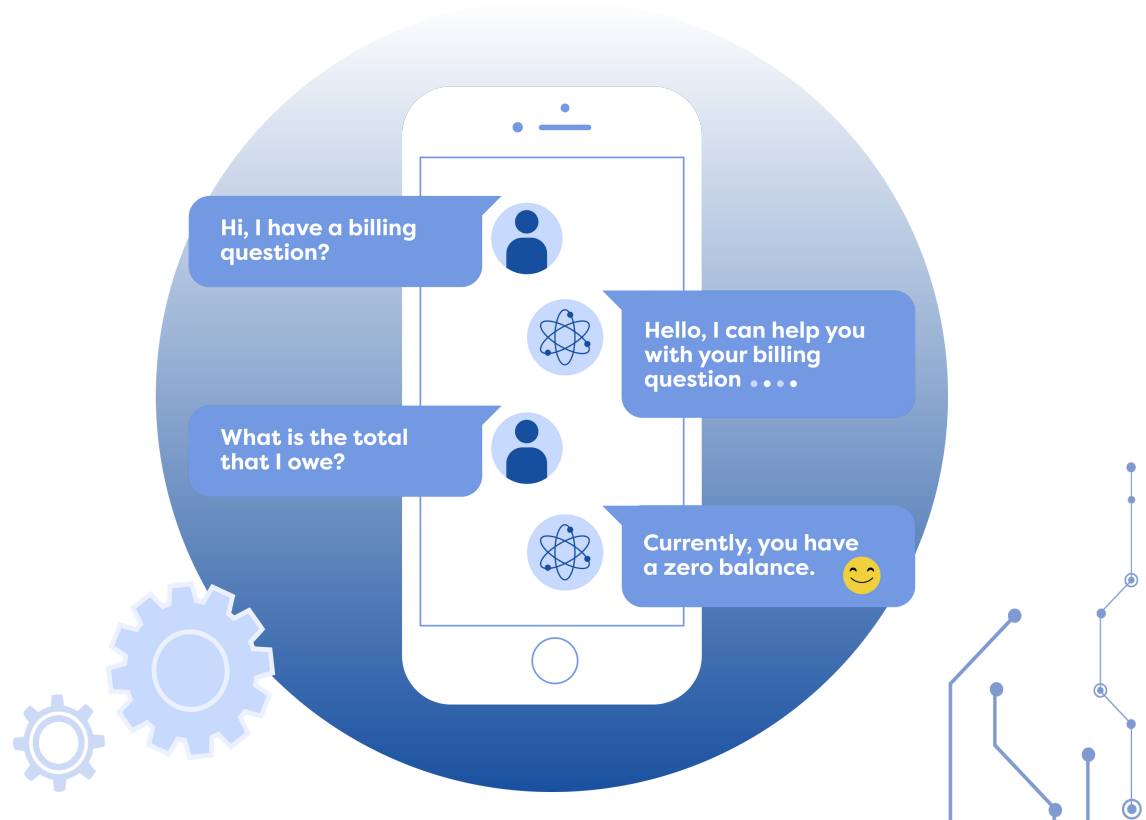**SPS DGTL**
CONNECT. ENGAGE. GROW.

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Leveraging AI For
Digital Customer Care Automation

Hi, I have a billing question?

Hello, I can help you with your billing question . . . .

What is the total that I owe?

Currently, you have a zero balance. 😊

Due to increasing customer expectations, viral-events, natural disasters, and pandemics, inbound digital volumes are at an all-time high. SPS DGTL has the people, process and tech to handle your volume and customer satisfaction.

SPS DGTL Provides:

- Robotic Process Automation for Repetitive Tasks
- Integrated Chatbots with Clear Bot-to-Agent Handoff
- Consolidate Text Data & Leverage with NLP for AI
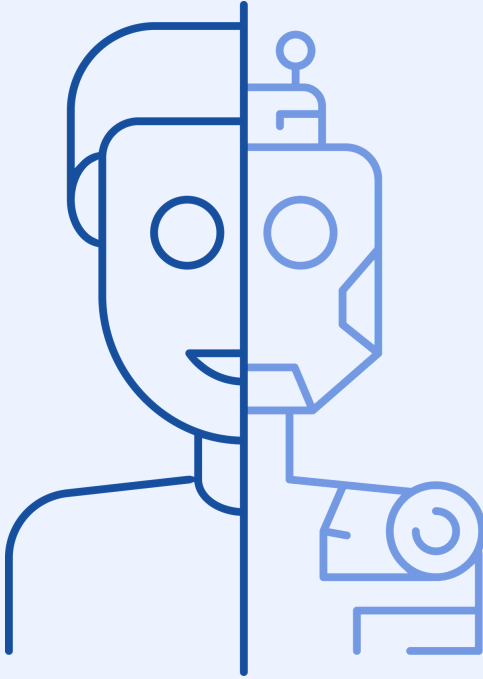
The Digital Customer Service Revolution

SPS DGTL Service Automation provides an omni-channel experience with advanced technologies like AI Enabled chatbots & robotic process automation to improve customer satisfaction, reduce complexity & control costs.

- Chatbot Design & Implementation
- Service Automation with RPA
- Intent Design & Live Agent Integration
- Centralized Knowledge Management System

"...automation and AI must be deployed with care, as they will impact the nature of every job."

Kate Leggett, Vice President and Principle Analyst for Forrester Research

Use of Artificial Intelligence In Customer Service Is Growing

85% non-AI Interactions

15% AI Interactions

According to Gartner Research, as many as 15% of all customer service interactions will be handled by some type of AI-enabled function by 2021 (Bryan, 2018).