SPS DGTL
CONNECT. ENGAGE. GROW.

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Improve Customer Satisfaction and Reduce Operating Costs

Tackle your toughest customer experience challenges and improve customer satisfaction, while reducing costs by up to 50 percent.
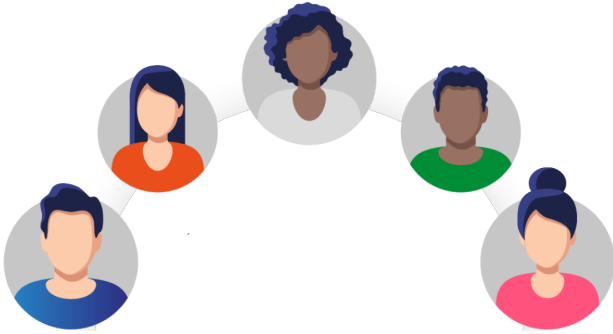
Digital Customer Care as a Turnkey Managed Service

- 24 x 7 x 365
- Multilingual
- Volume Based Pricing
- Integrated Software

AI Enabled Chatbots and Service Automation

Ensure Responsive Customer Care During Crises or Viral Events

Protect Your Marketing Investments and Improve ROAS

People-Powered Approach

Consulting

Whether you have online experience or are just getting started, SPS DGTL's seasoned team & advisors will bring your program to the next level. We can help manage your digital customer experience program or complete a roadmap for your own AI Enabled Service Automation. We're ready to take on any people-powered or tech-powered project.

Digital Experience Current State Assessment
Process Design
Tool Selection
Service Automation Roadmap

Digital Customer Care

Today's consumers never sleep, go digital first & expect service on-demand in real-time. Our multilingual team works around the clock 24x7x365 to provide solutions to your customers when they expect it. Every incoming comment, review & engagement is evaluated, categorized, serviced & shared to the right people in your organization.

Fully Integrated Digital Care Platform
People-Powered 24x7x365 Digital Customer Service
Ad Campaign Comment Moderation
Online Review Management
Off-Page Interaction & PR Monitoring

Service Automation

Not every customer service interaction requires a human contact, especially when digital volume can reach unmanageable heights. 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

Social Listening & Reporting

SPS DGTL's tools listen to your customers' emotions & opinions while developing meaningful data from text pulled from your digital community. Advanced Text Analytics can measure customer opinions, reviews & sentiment while being a safety net for potential public relations or a brand-damaging crisis with our 24x7x365 monitoring service.

NLP Text Analytics
Powerful Insights & Social Listening
Real-Time Trend Identification & Keyword Recognition
Sentiment Analysis and Customer Satisfaction

Tech-Enabled Solutions