

Ai4Process Alexa Integration for Pega

Provides the ability to drive secure customer engagement via the Alexa channel

Enhanced Customer Experience

Ai4 Alexa allows customers to instigate an engagement with a service provider using their preferred method. This might be to ask for a new insurance quotation or to report an Adverse Event in the instance of Pharmacovigilance.

Improves accuracy and reduces rework

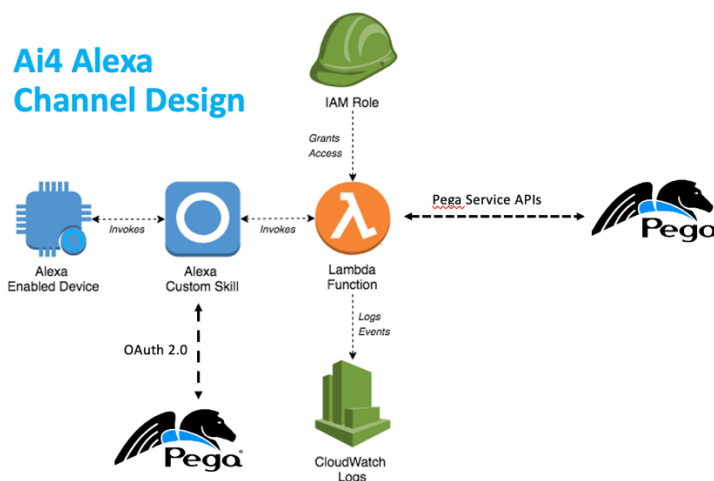
Ai4 Alexa uses guided processing to ensure all the relevant data is captured correctly and validated at the first time of asking.

Reduces effort for CSRs

By exploiting a voice assistant to control the initial engagement, cases are created automatically, meaning CSRs don't need to use traditional channels such as email, voice, or letters to capture the necessary information to instantiate the request. This can lead to dramatically reduced effort in the Contact Centre.

Ai4 Alexa is smarter

Ai4 Alexa exploits some of the latest features of Alexa including Voice Profile activation and Account Linking, meaning the engagement is secure and personalised.



The Challenge

Consumers are increasingly used to exploiting almost any channel to communicate with their vendors of choice and voice-controlled virtual assistants such as Alexa are now used for customer engagement as well as traditional uses, such as ordering goods online

The Solution

Ai4 Alexa integration has extended Pega's OOTB functionality to include Voice Profile activation and Account Linking, ensuring secure enablement of the Alexa channel

The Benefits

- Provides secure communication across the Alexa channel
- Automated case creation via Alexa
- Supports user consent processing to meet regulatory compliance rules