

IMPROVE PUBLIC COVID-19 VACCINE RESPONSE

Challenge

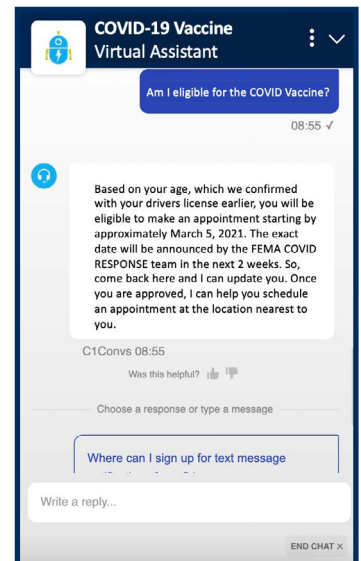
- Healthcare contact centers are overwhelmed by COVID-19 vaccine questions
- Organizations require a flexible and dynamic way of updating responses as vaccine distribution policies and plans change
- The public needs up to date information 24x7 either online and/or by phone

Solution

C1 Conversations is a multi-channel solution that provides your customers with the information they seek while offloading calls and email to your contact center agents. C1 Conversations integrates with your existing contact center and web site technologies resulting in a rapid implementation without disruption to your agents or business.

C1 CONVERSATIONS

- C1 Conversations Intelligent Virtual Assistant (IVA) bots enable real-time, automated responses to questions through your public web page.
 - Deployed in days
 - Integrates with your existing infrastructure
 - Questions and responses can be customized based upon your customer's specific needs
 - Cloud-scale architecture allows for dynamic growth to handle peak loads
 - Session transcripts captured to improve quality of service
 - Escalations to live agents when questions are not answered
- C1 Conversations Queue Assist provides callers a way of having their questions answered while they wait in queue to speak with a live agent – offloading calls from the contact center and quickly providing answers to customers.
 - Rapid deployment
 - Reduce customer frustration with long wait times
 - Queue Assist learns quickly to answer more questions with experience
 - Move customers to text (SMS) to drive digital engagement



CUSTOMERS



AGENTS



LEARN MORE

To learn more, please contact us at C1Conversations@convergeone.com or visit our website at convergeone.com/products/convergeone-conversations.