



VIRTUAL ASSISTANT

Save 30% of your employees time with fingertip access to organisational knowledge via an Artificial Intelligent enabled Chat and Search Bot

Current challenge

Employees and contact centre agents are overwhelmed with the **volume, complexity** and **pace** at which organisational policies, procedures & best practice(s) change.

This is exacerbated by high levels of staff **turnover** with **new hires** being onboarded with limited to no **practical experience**. Your newest hire has the same knowledge at their fingertips as your most experienced employee.

Ensuring organisational knowledge is both **managed** and made readily **accessible** is ever more challenging in today's **socially distanced** workplace.

Customer experience is key to your organisation's success

Virtual Assistant allows



Increased first contact resolution
Employees have the right answer at their finger tips



Decreased employee training costs
Shorten training cycles with ready access to business procedures



Decreased average contact handling time
Employees get the correct information to customers quickly



Increased customer satisfaction
Employees get the correct information to customers the first time and every time

THE TYPICAL KNOWLEDGE WORKER SPENDS 2.5 HOURS OR 30% OF THE WORKDAY, SEARCHING FOR INFORMATION

50%

Confusion about where information is stored

45%

Too many disconnected systems to search

41%

Lack of available systems to look for people or expertise

41%

Available information is insufficient or incomplete

38%

Information is inconsistent across functions or units

28%

Available information is out of date

The Solution

1. The Lightblue **Virtual Assistant** solution delivers the **right information** to your employees or contact centre agents **day or night** across **any device**.
2. It provides a superior experience by leveraging the best in class **Artificial Intelligence** in the form of **natural language classification and understanding**.
3. The solution provides access to **frequently asked questions** via a chat interface, coupled to an AI powered **intelligent search** across your organisation's repositories, finally a **web document viewer** is included to automatically jump to the **required paragraph** within the target document.



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cognitive solutions

Lightblue Cognitive Solutions is an Artificial Intelligence consulting and software development house, delivering Intelligent Automation, Augmentation and Advanced Analytics solutions. We specialise in Composite Application Development and Complex System Integration focussed on leveraging Artificial Intelligence to address our customers end-to-end Business Challenges.

Happy Customers



Automating Contact Centre Email



Assisting Employees and Contact Centre Agents



Assisting Public Health



Automating Salary Survey Benchmarking

[Read more](#) about Virtual Assistant

ENQUIRIES

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