

capacity[®]

Virtual Agent Battlecard

Deflect routine customer and employee requests with personalized, context-aware interactions using our omnichannel Virtual Agents across chat, SMS, voice, email, and more.



Qualifying Questions

- What are the main channels for customer and employee support today?
- If I'm a customer/employee, what are my options if I need help? What am I looking/asking for?
- Which support channel has the highest volume of requests? How many agents are supporting behind the scenes?
- Who are the customers/employees and what are they asking for? Are there any automated or interactive experiences for customers/employees to self-serve?

Things to Listen for

- We have support agents for calls and web chat.
- We don't offer self-service but we encourage our customers to look at our website for answers to specific questions when they call us.
- We have SMS but we don't offer self-service over it.
- We have tried self-service, but our callers ask to talk to a human.
- People who call or start a webchat tell us why they're contacting us and then go to the first available agent on that line. The support agents then gets their information.

Common Use Cases

Financial Services

- Billing & payments
- Report a lost or stolen credit card
- Account information

Healthcare

- Billing & payments
- Scheduling/rescheduling
- Prescription refills

Retail

- Order management & status
- Billing & payments
- Returns

Utilities

- Service requests
- Billing & payments
- Outage reports

Insurance

- File a claim
- Proof of insurance
- Claim status

Automotive

- Service appointments
- Recall information
- Emergency roadside services

Travel & Hospitality

- Reservations
- Rescheduling & cancellations
- Check-ins

General

- Authentication
- FAQ deflection
- Password resets
- Authentication