



Chatbots Aren't Enough

Automate Every Channel In
Any Language

Resolve customer issues across voice, messaging, and digital channels with a single, integrated conversation engine

With hiring challenges and unpredictable call volumes on the rise, contact center leaders must look to new solutions to resolve common, high-volume customer service requests so that agents can focus on resolving more complex issues.

Up until now, contact center leaders have relied on IVRs, standalone chatbots, and agent assist technology to help reduce the burden on agents. But, these solutions are no longer enough. They create frustrating and disjointed customer experiences that deflect, rather than resolve support issues. The result? Agents are still left resolving high-volume repetitive cases, while contact centers continue to face rising costs and customers are left on hold.

With Replicant, contact center leaders can use one powerful conversation engine to resolve issues across voice, messaging, and other digital channels.

Now, customers get a consistent experience, with seamless channel switching, across every touchpoint. Contact center leaders get visibility into omnichannel transcripts, in one dashboard. And agents get seamless handoffs for sensitive issues, without losing customer context.

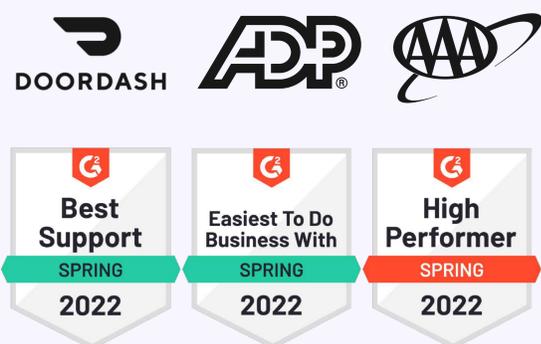
Benefits

- Fully resolve customer issues naturally
- Provide a consistent experience across channels
- Visualize omnichannel conversations in a single dashboard
- Handoff escalations seamlessly to live agents without losing customer context

What is Replicant?

As a leader in Contact Center Automation, Replicant helps companies automate their most common customer service calls while empowering agents to focus on more complex and nuanced customer challenges. Replicant's AI platform allows consumers to engage in natural conversations across voice, messaging and other digital channels to resolve their customer support issues, without the wait, 24/7. Replicant scales up or down instantly, can be implemented in weeks and handles millions of customer support interactions a month.

Trusted By Customer-Obsessed Brands



The Leader in Contact Center Automation

0

minutes spent in queue

90%

success rate in resolutions, without agent escalation

2x

faster calls, reducing AHT

55%

cost savings, compared to highly optimized BPO

50%

reduction in average handle time

5%

higher completion rate as compared to human agents

The Problem: Disjointed Customer Experiences & Standalone Automation Solutions

Did you know that 49% of consumers, on average, use three to five different channels to contact customer service and 9 out of 10 want an omnichannel [experience](#) with seamless service between communication channels?

Yet, Gartner predicts that through 2022, 50% of large organizations will [fail](#) to unify engagement channels, resulting in a disjointed and siloed customer experience that lack context and one or more of the following customer expectations:

- **Channel consistency:** Customers want their interactions handled effectively, regardless of the channel they choose.
- **Service continuity:** Customers want their service interactions to be consistent and continuous, even if they switch channels midstream, or start, stop and restart a request.
- **Customer recognition:** Customers expect service reps to have easy access to basic information about them, but also want adequate security around their accounts.
- **Relationship history:** Customers expect service reps to recognize them, know their current relationship, purchases and acknowledge past interactions, length of relationship and loyalty.

On top of that, narrow solutions like chatbots and IVRs have promised fewer escalations and more user-friendly customer experiences. But, amid agent shortages and rising spikes in contact volumes, disparate automation solutions have delivered only incremental efficiency gains. They can be cumbersome to deploy, create disjointed brand experiences, and even increase inbound voice requests.

Standalone Automation Solutions vs. Contact Center Automation

Customer Expectations	IVRs	Chatbots	Contact Center Automation
Channel Consistency	Frustrating phone-only interactions that rely on rigid menus and deflect, rather than resolve	Limited chat-only interactions that resolve narrow, rule-based inquiries	Consistent experiences across all channels with 90% resolution rates for common service requests
Service Continuity	Routes rather than resolves issues and requires customers to repeat dial-in menus	Limited to a single chat interaction that requires continuous engagement to avoid session timeout	Continuous interactions across every channel with seamless channel switching
Customer Recognition	Lacks authentication capabilities	Limited authentication capabilities	Authenticates customers with data dips into CRM systems
Relationship History	Menu-based system that can't recognize callers	Limited customer context of past interactions, loyalty and transactions	Full contextual knowledge of past interactions, loyalty and transactions

The Solution: Contact Center Automation

With Replicant, contact center leaders can leverage a single, integrated conversation engine to resolve customer issues across every channel without compromising the customer or agent experience.

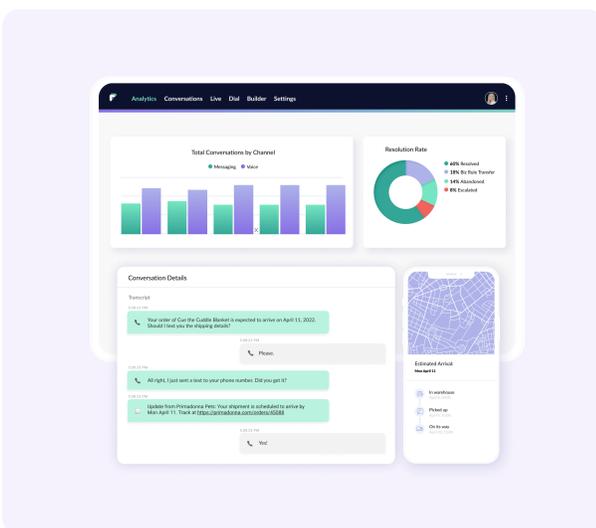
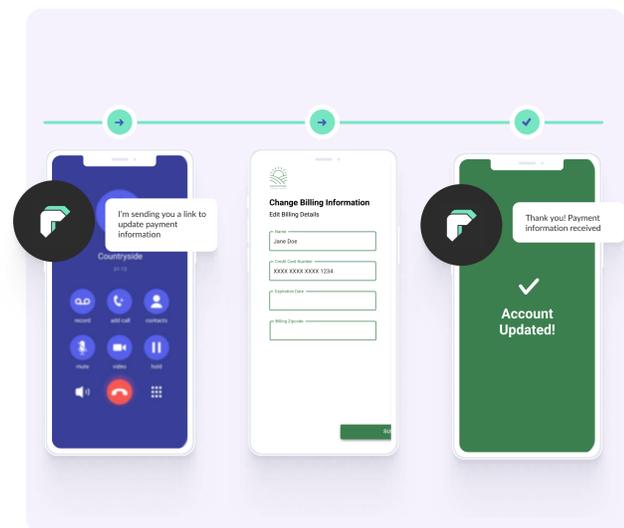


Resolve customer issues naturally across channels

Power your voice and messaging channels with a single conversation engine that leverages a shared intent library to deploy and scale conversational AI faster across languages and channels for every conversation flow.

Give customers a consistent experience across channels

Resolve issues naturally when and where your customers need it most with seamless channel switching across voice, messaging, and other digital channels.

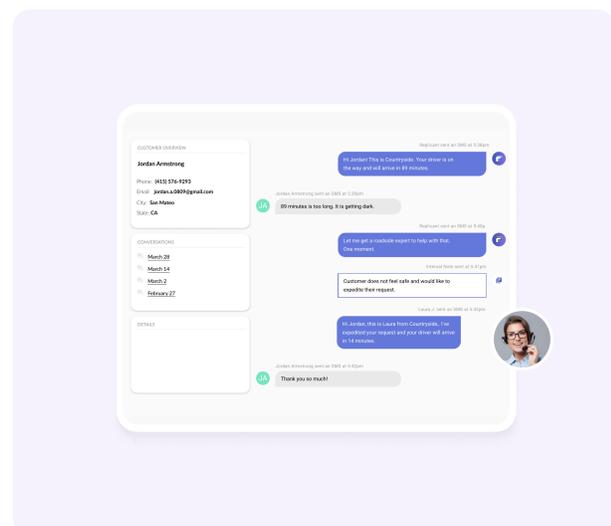


Visualize conversations across channels in a single dashboard

Analyze conversation transcripts for every customer interaction across every channel in a single dashboard that makes it easy to get the data you need to drive operational excellence.

Handoff escalations seamlessly to live agents

Integrate seamlessly with live agent platforms to handoff complex issues that require human empathy without losing customer context.



Shared Machine Learning Brain

- Shared intent library across languages & channels provides consistent voice and customer experiences
- Channel-specific NLU that provides accuracy for understanding nuances across channels like emojis and misspellings in text
- Unified conversation design, machine learning, and integrations that power each channel

Channel Switching

- Single platform connects context across channels without stitching together disjointed technologies
- Maintain conversational context, while seamlessly switching channel interfaces, in a single customer interaction without losing session state
- Collect information faster over voice and SMS channels with customizable and branded Flex Forms

Omnichannel Visibility

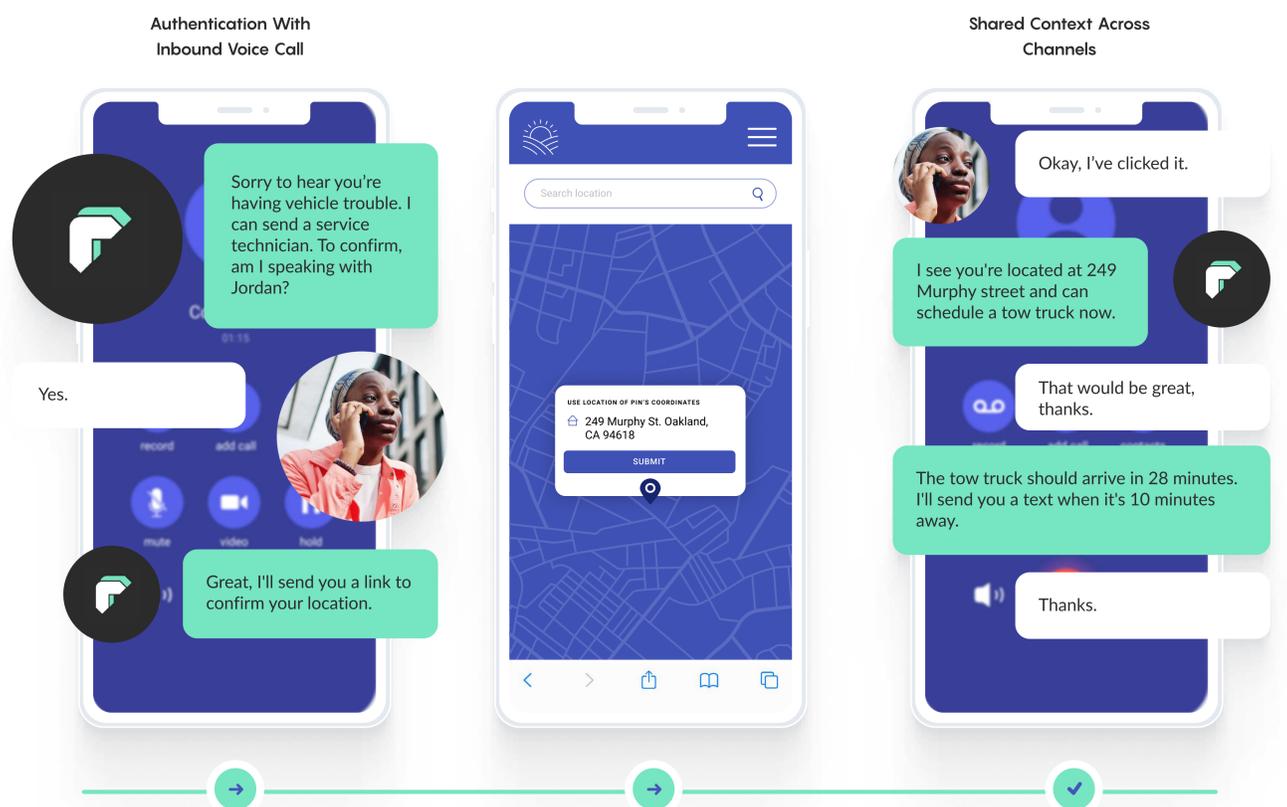
- Get visibility into all customer support conversations, across channels, within a single dashboard
- Monitor conversations, analyze insights from conversation data, and take action immediately with self-service editing to create optimal customer experiences

Agent Platform and API Integrations

- Layer automation on top of existing agent and support platforms for seamless handoffs with API integrations to all existing data systems
- Leverage customer data stores for a personalized experience across channels
- Customers have a unified experience, without repeating context, and live agents can work in existing agent platforms to resolve escalated cases

Resolve Complex Contact Drivers With Contact Center Automation

Emergency Roadside Assistance



Because Powers Voice And Messaging Channels With A Single Conversation Engine



The Problem

Because initially implemented Replicant over the phone to automate high-volume tier 1 calls. But with time, they realized their existing SMS solution could also be improved; their backlog of customer SMS messages often exceeded 400 requests and response times could take as long as 12 hours.



The Solution

Most of Because's most repetitive SMS included order inquiries, account updates, and subscription management — all conversation flows that Replicant had already automated over the voice channel. Using the same conversation engine, Replicant began autonomously resolving issues over messaging channels. Now, Because customers can get resolutions to some of their most common customer issues through natural 2-way SMS conversations in half the time.



The Outcome

Because's backlog of SMS dropped to zero, as Contact Center Automation handled high-volume requests allowing agents to focus on more complex and nuanced requests. Because's SLA attainment increased by 8X, while Replicant's Thinking Machine achieved a 4.74/5 CSAT score and a 88% success rate within the first week of being live.



“Consistency within the customer experience is an extremely high priority for us at Because. We decided to double down on Replicant across channels because we know that by leveraging their technology, our customers will always receive the same excellent level of service, regardless of which channel they prefer.”

Kelsey Holshouser

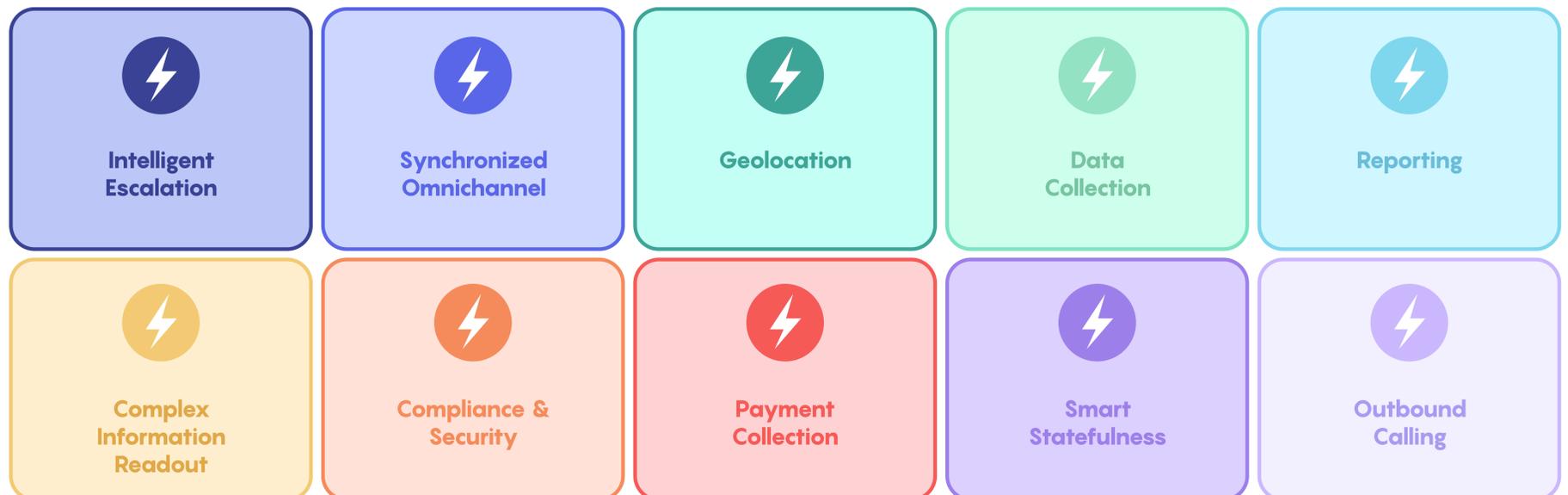
VP of Customer Experience
@ Because



Get Started In Weeks, Not Months

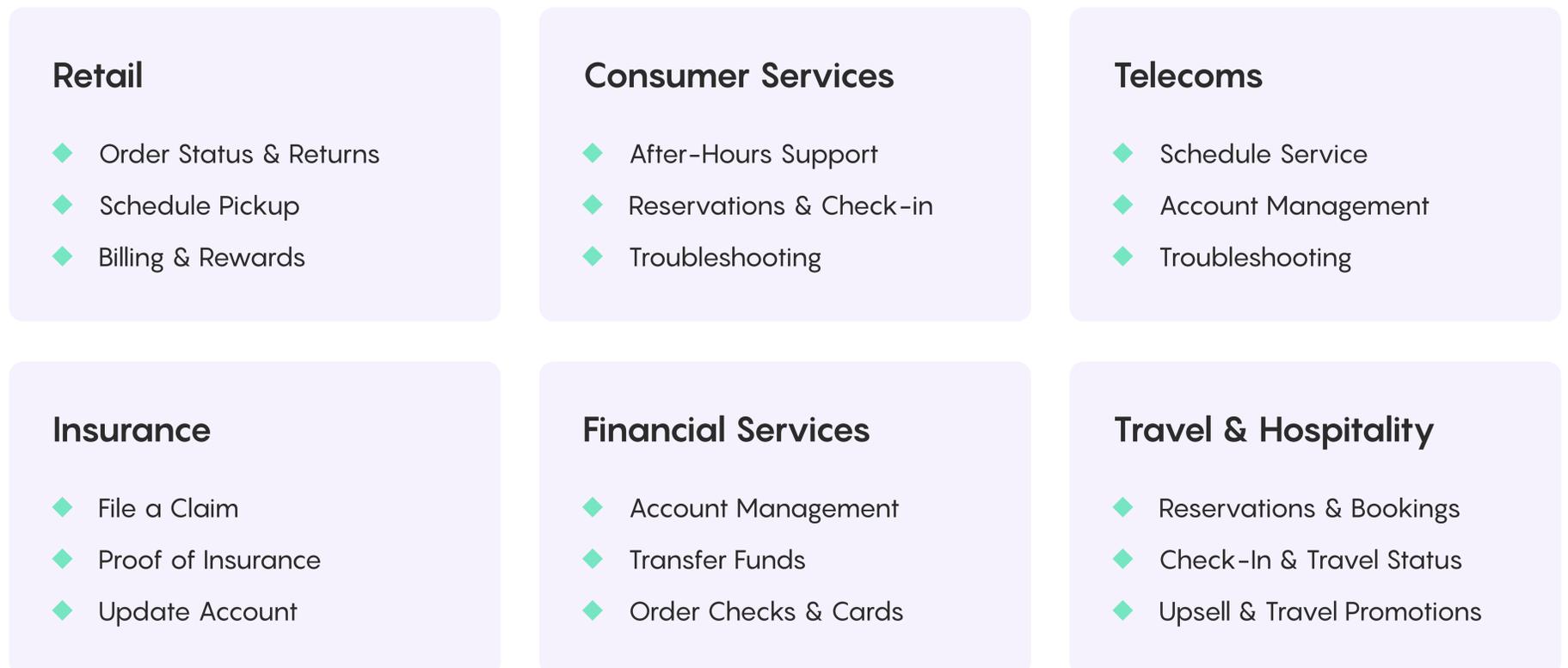
Replicant Powers

Scale the best of conversational design across every conversation flow with Replicant Powers, pre-built components that make it easy to design optimal conversations without heavy development.



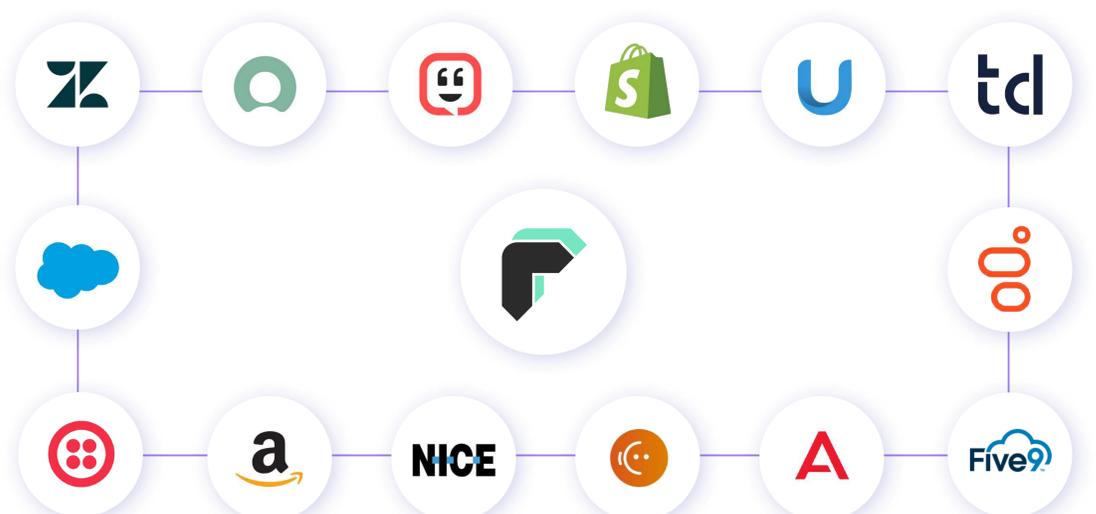
Contact Drivers

Automate common customer service issues across every industry.



Integrations

Seamlessly integrate with existing agent workflows, contact center and CRM software to automatically handle escalations, create cases, log summary notes, and resolve tickets.



About

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"Within a week, we had Replicant answering calls 24/7 for our two busiest product lines. Replicant has a 90% success rate at 20% the cost of our BPO. It integrates with Salesforce to create cases and Talkdesk to escalate calls."

Michael Coster

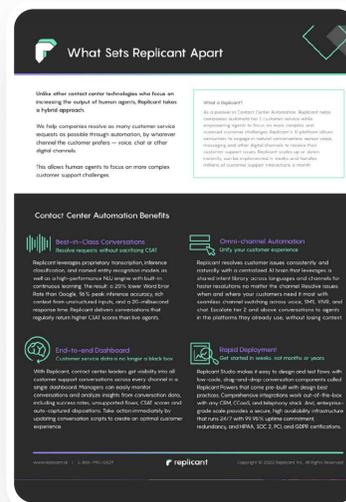
Xenial, Part of Global Payments
(NYSE: GPN)

Additional Resources



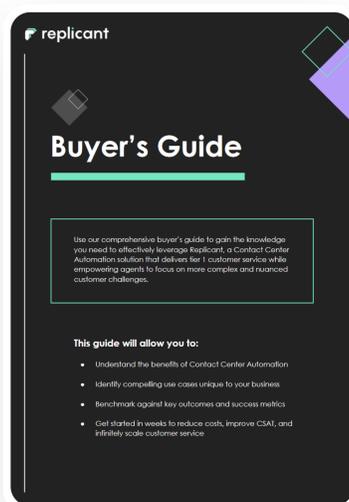
Definitive Guide to Contact Center Automation

[see more →](#)



Competitive Differentiators

[see more →](#)



Buyer's Guide

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Security Overview

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