



Fiona Pridis

Digital Employee Powered By AI

Fiona understands

The digital employee powered by AI help companies to

- Lower operational costs
- Increase sales
- Enhance customer satisfaction.

Business Benefits by Fiona:



Increase efficiency

- Automatically create tickets
- Schedule time to complete tasks with customer
- Automatically generate responses
- Fill in forms, obtain authorizations, upload content, etc.



Deflect calls from call center to messaging automation

- Respond in natural language
- Hyperlink to self-service content or workflow
- Complete tasks: change service, update profile etc.
- Answer frequently asked questions
- Respond to current hot topics/issues
- Respond to status related inquiries



Reduce service time with agent

- Collect context before connecting to agent
- Interact asynchronously
- Agent assistance
- Re-assign conversation to the same agent
- Start on web, continue on mobile — and vice versa
- Dramatically improve outcomes on outbound engagement



Improve customer experience / NPS

- Continue (not restart) conversation across sessions
- Leverage omni-channel UI: text, touch, voice, camera, content, sensors
- Link alerts to contextual automation or live assistance