

Interaction
Innovation
In control

PRIDIS.COM

**FIONA
PRIDIS**



Powered By Koopid



Fiona

**DIGITAL
EMPLOYEE
POWERED BY AI**



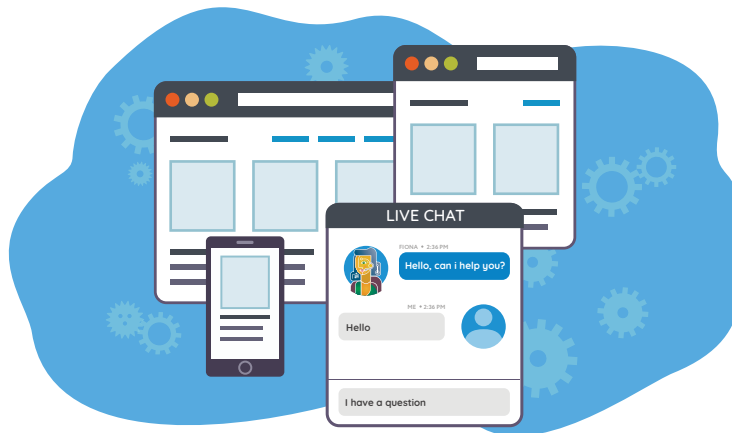
Fiona - Digital Employee For Call Centre

Customers reduce inbound calls by 30-40% by implementing Fiona into the contact centre. Fiona cooperates with human agents to increase the productivity.

Fiona:

- Deflects calls to digital automation.
- Answers Frequently Asked Questions
- Responds to current hot topics/issues
- Collects context before connecting to agent
- Links alerts to contextual automation or live assistance
- Interacts asynchronously
- Re-assigns a conversation to the same agent
- Responds to status related inquires

Fiona can also route to the proper agent that can finish the task or solve the problem. This makes the agent more efficient through tools and a rich interaction channel.



Fiona Pridis - Digital Employee For eCommerce

She is ready to work as a personal shopper by identifying the customer and offer products that fit the expectation fast and easy. Moreover Fiona can simplify the check out and delivery. Isn't that what customers wish.

- Integration with CRMs, like Salesforce and SugarCRM.
- Integration with payment providers like Stripe, PayPal, Apple Pay, Google Pay etc
- Step-by-step purchase guide
- Workflow claiming for lost and damaged goods

Fiona is taught to interact as a human to build strong relationship with the customers. She helps them on each step of interaction with the business. Fiona is available to serve in every part of the world, in any language.



Fiona - Digital Employee For Customer Engagement

Personalized service is the key answer to customer engagement and Fiona was created for that.

Fiona can:

- Complete tasks: change service, update profile etc
- Hyperlink to self-service content or workflow
- Huge improve outcomes on outbound engagement
- Leverage omni-channel UI: text, touch, voice, camera, content, sensors

With Fiona Pridis, any customer can:

- Start on web, continue on mobile — and vice versa.
- Continue (not restart) the conversation across sessions.
- Schedule an appointment.



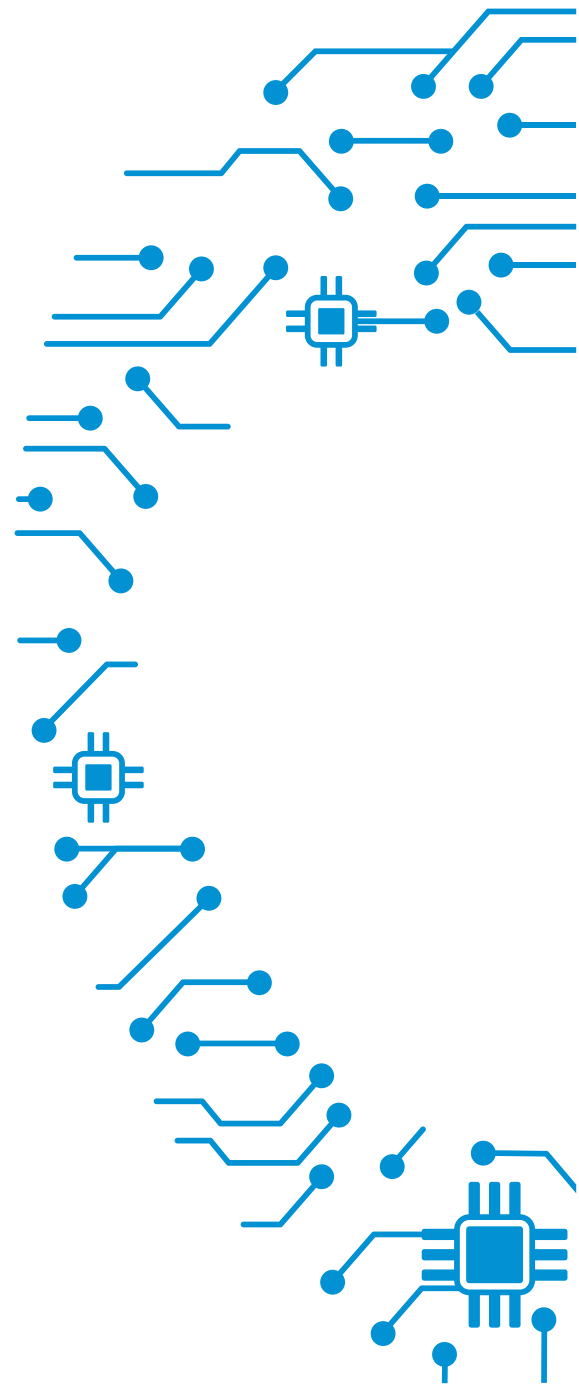
Fiona - Digital Employee For The Support

Increase efficiency of the support department by involving artificial intelligence. With Fiona it is possible to:

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

What can Fiona as a digital employee do for your business??

- Fiona recognises customers using identification technologies such as Face ID and touch ID to offer the best personalized service.
- Fiona is able to answer questions from website data, FAQ, historical conversations of other knowledge sources.
- Fiona can perform different tasks from 3rd party applications, order entry status, scheduling, payment and others.
- Fiona remembers conversational history and can retrieve information by interacting with customer contact center/CRM or any other system.
- Fiona learns from the conversations and gets smarter every day.
- Fiona persistently manages workflows across many channels including web integrations and mobile applications.
- Fiona can even make human agents in call center more effective and efficient.



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