

Customer transformation

With Google Contact Center AI & Advanced Agent Modeler

The best conversational experiences are built and optimized using all of your data, including human agent conversations.

From conversations to customer engagement

Digitize, streamline, and connect customer communications across channels, starting with customer service. Customer transformation with Google CCAI and AIM reduces costs and improves customer experience.

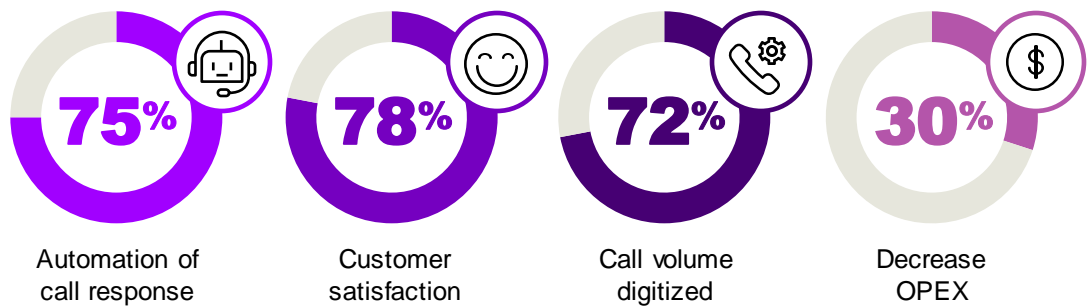
Proactively engage customers	Deflect voice to digital dialogue	Increase employee productivity
Effective automation	Market leading technology	Implementation ready

We deliver results

Data-driven design addressed 92% of customer questions found in transcripts.

Created in 3 weeks vs. manual design of 2 years.

2x more comprehensive with Google Tools



Capabilities

- Operating model & Enhanced workforce
- Service experience
- Intelligence and AI
- Omni channel deployment
- Living marketing
- Innovation and ecosystem

Want to learn more? Contact us: Fernando Constantino/ f.constantino@accenture.com

Customer transformation...starts here

Accenture offerings

Customized vision/approach

Programmatic operating model

Value case creation

Intent prioritization, design, development

Target architecture

AI Operations

We deliver results



Our team



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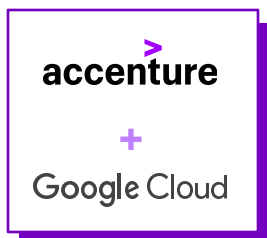
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Fernando Constantino

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2019 Industry Solutions Partner of the Year

#1

In Google AI services

13X

Google Cloud Award Winner 2011-2020

9

Google specializations

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