

Contact Center AI for COVID-19



Google Contact Center AI (CCAI) Solutions for the COVID-19 Crisis

An Unprecedented Challenge

People's health, finances and daily lives have been significantly affected by COVID-19, increasing demand on governments, healthcare organizations, NGOs, and companies in travel, financial services, and other industries. Customers have questions and want information, and contact centers are overwhelmed and struggling to scale as fast as needed to provide the response their customers expect.



Google Cloud Contact Center AI Solutions

Google Cloud is offering a way for you to spin up a Rapid Response Virtual Agent, through Dialogflow, that you can use to address customer demand based on your core needs and how your customers interact with your organization. Dialogflow lets you update your agent quickly to address the changing situation as critical information becomes available without unnecessarily burdening mission critical staff.

One agent. Multiple channels.

With fast deployment options that minimize impact to your contact center or your core website content, you can give your customers a way to get the answers they need with 24/7 conversational self-service.

- **On your website:** Add chat functionality to your website using Google's chat widget or your own chat interface.
- **Over the phone:** Add an "info-bot" voice agent into your existing contact center infrastructure, thanks to our telephony partners. No service fees. No commitments.

Rapid deployment. Minimal effort.

Fast implementation

- FAQ-focused Virtual Agent design eliminates the need for lengthy backend integration.
- Partnership with leading vendors means minimal time to integrate into your telephony system.

Dedicated implementation support:

- Many Google system integrator partners are offering free implementation support to help you deploy your Rapid Response Virtual Agent in 1-2 weeks; or we can share documentation so you can do it yourself.

Dialogflow Enterprise quotas at no charge through July 31:

- To support increased initial demand, Google will provide Dialogflow Enterprise quota levels (600 requests per minute) for your Rapid Response Virtual Agent free of charge through July 31, 2020. After July 31, quotas will revert to Dialogflow Standard levels unless previously agreed. Please work with your Cloud representative to evaluate your Dialogflow quota requirements beyond this point.

Customizable COVID-19 Virtual Agent templates:

- COVID-19 symptom checker that can help answer questions about symptoms.
- General FAQ template that can address common questions about the COVID-19 pandemic.

Proven quality and reliability.

Uses Dialogflow, the industry-leading conversational AI platform (with Google's world class Natural Language Understanding & Speech Synthesis technology built in) and existing CCAI integrations with telephony partners. Focus on the customer experience instead of the technology.

How It Can Help You and Your Customers

Implement a Rapid Response Virtual Agent to provide your customers with immediate self-service to address general questions and concerns about COVID-19, allowing you to:

- Update your Rapid Response Virtual Agent quickly as needed.
- Free up your agents so your customers have immediate access to the information they need, and let your agents focus on providing higher value-added, more personalized responses to customers who need it.
- Triage and resolve more of your calls with the staff you have.

KPIs Impacted

- Call deflection rate%
- First call resolution %
- Avg. Call Handle Time
- \$ cost per topic call
- Topic-specific CSAT/NPS

Next Steps And Contact

Please engage with your Google Cloud account manager to discuss how Google's CCAI Solutions can support you and your customers during this time of uncertainty. To implement the Rapid Response Virtual Agent, we will ask that you assign a dedicated project leader and technical resources to work with our team in order to roll out the agent as quickly as possible. We have deep partnerships with the telephony providers below and will incorporate them into these implementations as needed.

Telephony Providers

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font.The Cisco logo features a stylized signal tower icon above the word "CISCO" in a red, sans-serif font.The Five9 logo features a stylized cloud icon above the word "Five9" in a black, sans-serif font.The Genesys logo features a stylized orange icon above the word "GENESYS" in a grey, sans-serif font.The Mitel logo features a stylized blue icon above the word "Mitel" in a blue, sans-serif font.The Twilio logo features a red circular icon with four dots above the word "twilio" in a red, lowercase, sans-serif font.The Vonage logo features a stylized black "V" icon above the word "VONAGE" in a black, uppercase, sans-serif font.