UK Media & Internet Provider Deploy Conversational AI

To Transform Business Customer Support

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The Business Case

One of the largest media, mobile and internet service providers in the UK, were looking for a solution which would enable them to enhance their customer experience and streamline their contact centre support for its business customers.

Humley's Solution

Humley deployed its Conversational Assistant onto the company's web support pages enabling customers to ask questions about services, billing and faults enquiries 24/7, connecting them with contact centre agents via triaging with LivePerson when requested or a complex issue which requires human support arises. The Assistant is also able to identify the most relevant agent for the query based on their skill set, ensuring customers receive the most appropriate levels of support.

Utilising the ingested knowledge base created through existing website FAQs and additional sources in combination with natural language processing and machine learning to understand the meaning and intent of customer requests to deliver meaningful and relevant responses in seconds.

Humley's Conversational Assistant Enabled the Business to:

Free up valuable agent time:
Virtual Assistant handles mundane and monotonous tasks to give contact centre agents the time to focus on more complex conversations.

Build a Strong Integrated Contact Centre

Conversations can be passed back and forth between Agents and Virtual Assistant without a hitch, with Agents always available to speak to a consumer when the situation requires.
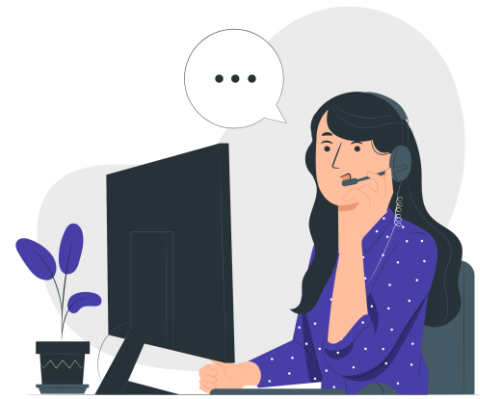
Triage

Virtual Assistant gets customers to the right place with the information the human agent needs to action the call quickly and effectively.

Track & Monitor

Virtual Assistant performance is measured against existing KPIs, monitored in real time by Agent Managers and included in centralised reporting

Benefits Delivered:

- ✓ Contact Centre call times reduced from 30 to 12 minutes
- ✓ 50% first time resolution
- ✓ 66% average positive customer feedback
- ✓ Improved customer experiences and satisfaction
- ✓ Time and efficiency savings for contact centre agents through greater deflection.

Revolutionise Experiences & Boost Efficiencies with Humley Studio.

Welcome to Humley, where we are transforming the way organizations engage with their customers through Conversational AI Assistants. Our mission is to empower businesses to autonomously build, deploy, and manage cutting-edge AI-powered Assistants, delivering exceptional customer experiences while optimizing valuable time and resources.

At Humley, we offer Studio, our flagship SaaS platform, designed to revolutionize the way you interact with your customers. Studio provides a suite of powerful tools, including Think – our state-of-the-art generative AI and GPT-driven solution, enabling automatic creation and review of Q&As based on existing knowledge sources.

With our intuitive Easy Q&A editors, versatile Flow builder, and templated integrations into the leading business systems and technology solutions, you can effortlessly design personalized and efficient conversational experiences.

What sets us apart is our commitment to providing a no-code approach to Conversational AI, making it easy for businesses of all sizes to harness the potential of AI-driven customer service without the complexities. We believe in empowering our customers to orchestrate AI safely and seamlessly, integrating our Assistants into a wide range of AI providers, including our own.

Join us on our journey to revolutionize customer service through Conversational AI. Sign up for a free account today and experience the future of effortless and intelligent customer interactions.

Launch Assistant

Book Demo

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