HOW IS AI MAKING SELF SERVICE A REALITY IN PUBLIC SECTOR

Google cloud
North America
Breakthrough Partner of the Year
2021

Google Cloud
US EDUCATION
Partner of the Year
Public Sector
2020

Google Cloud
SOCIAL IMPACT
Partner of the Year
2019

2018
Global Machine Learning Partner of the Year
Google Cloud

2017
Global Machine Learning Partner of the Year
Google Cloud

Premier Partner
Google Cloud
Data Analytics

Premier Partner
Google Cloud
Infrastructure

Looker

Advanced Consulting and Implementation Partner

quantiphi
AI - Data - Cloud

Google Cloud

Agenda
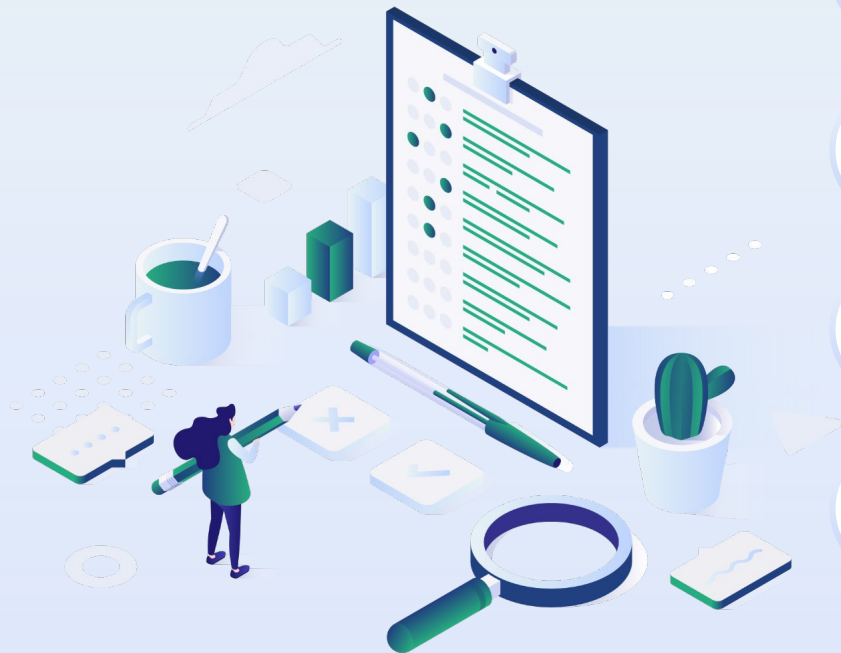
ABOUT QUANTIPHI

CCAI OVERVIEW

ENGAGEMENT JOURNEY WITH STATE OF ILLINOIS

SOLUTION USE-CASES AND ITS IMPACT

CONNECT WITH US

01

About Quantiphi

ABOUT US

GLOBAL PRESENCE

2013
Year of Inception

~4000+
Professionals

3X
YoY Growth

200+
Global Customers

1000+
Projects

~150%
3 Yr Revenue CAGR

Customer Presence

- Dense
- Incubating
- Sparse

Industries
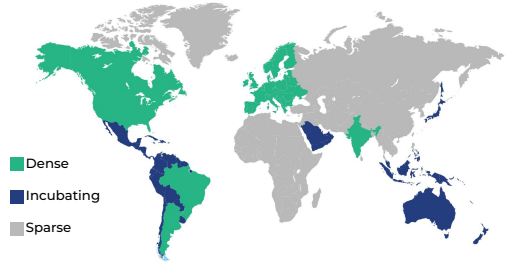
- Public Sector / Education
- CPG / Retail
- BFSI
- Manufacturing
- Telecom
- M&E, Gaming
- Digital Natives
- Healthcare & Lifesciences
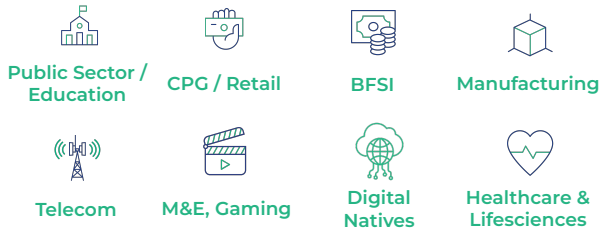
SOLUTION AREAS

- AI/Machine Learning
- Conversational AI
- Marketing Analytics
- SAP
- Data Analytics
- Document AI
- Infrastructure
- Reseller/Managed Services

ACCOLADES

Google cloud
Launch Partner
Contact Center AI
2018

Google cloud
Social Impact
Partner of the Year
2019

Google cloud
US Education
Partner of the year
Public Sector
2020

Worked with **15+ States** and delivered **65+ CCAI Projects in Public Sector**

6x Google Cloud Award Winner

7 Partner Specialization

- SPECIALIZATION Machine Learning — Google Cloud
- SPECIALIZATION Data Analytics — Google Cloud
- SPECIALIZATION Marketing Analytics — Google Cloud
- SPECIALIZATION Infrastructure — Google Cloud

113 Partner Expertise

Google cloud
Global Machine Learning Partner of the Year
2017 and 2018

Google cloud
Global Partner of the Year
Data Analytics
2020

Google cloud
North America
Breakthrough Partner of the Year
2021

ANALYST RECOGNITIONS

Everest Group®
'Major Contender' in AI specialist PEAK Matrix'
2022

IDC
LEADER AI IT Services
2021

FORRESTER
LEADER in Computer Vision
2020

NelsonHall NEAT Innovator 2021
NEAT Innovator in Banking
2021

INSURTECH100
World's Most Innovative Players
2020

AI FINTECH100 RANKINGS 2021
AI Fintech 100 Company
2020

PARTNERSHIPS

Google

- Solution Accelerator Programs
- Partner Embedded Sales Program
- Product Teams (CCAI, Doc AI, 5G, CDF etc.)

ISVs

- CONFLUENT
- AUTOMATION ANYWHERE Go be great.

Service Partners

NVIDIA.
Elite Service Delivery Partner

SAP Silver Partner
Silver Partner

AI Consulting Partner

Looker
Advanced Consulting & Implementation Partner

Contact Centre Providers

- AVAYA
- GENESYS
- ujet

ACQUISITIONS : Accreon

Trends

High Call Abandonment Rate

50%

of constituents abandon call for higher wait period

24/7 Customer Service

50%+

constituents expect live support from a business even after work hours

Low CSAT Score

2x

more likely to express dissatisfaction

Automating Repetitive tasks

20-50%

of calls made to helpdesk are for repetitive tasks

83%
Willingness to adopt Technologies

~75-99%
Services online in the next 2-3 years

02

CCAI Overview

Conversational AI Solution Portfolio For TX

125+
Customers

200+
CCAI Implementations

500Mn+
Conversations automated annually

400+
CCAI Resources

Industry Focused Virtual Agents

- Unemployment Claim Assistant
- Intelligent Banking Assistant
- Post Procedure Assistant (PAM)
- Shopping Assistant

GateQeeper and Qompositor

1. **Connectors** for integrations with client systems (Salesforce, ServiceNow, Zendesk, EPIC etc)
2. **SIP based CCAI integration** with voice channels

Insights and Analytics

Agent performance

Customer Experience

Bot performance

Virtual Agent — Self service solution for the customer to respond to their queries

Agent Assist — Provide contextual suggestions to the agents
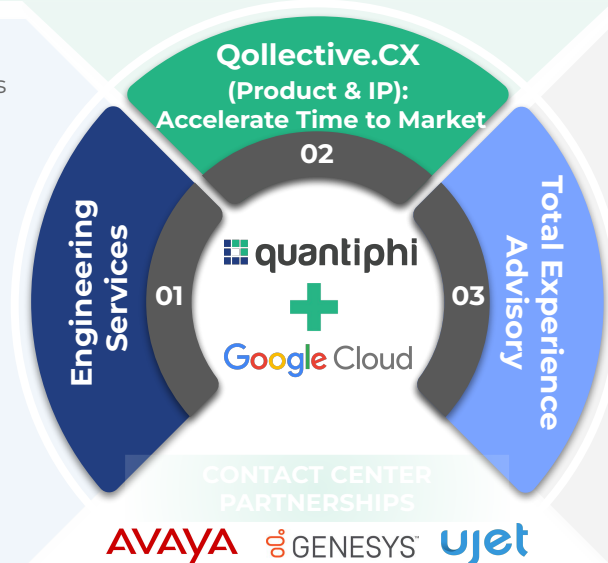
Insights — Understand Contact Center Operations

CCAIP — Cloud native platform offering optimized omni channel experience

AAM — Custom NLU for select customers with high call volumes

Qollective.CX
(Product & IP):
Accelerate Time to Market

02

Engineering Services
01

quantiphi

Google Cloud

03
Total Experience Advisory

CONTACT CENTER PARTNERSHIPS

AVAYA   GENESYS   ujet

- CX, EX & AX Maturity assessments
- Design CXT roadmap
- ROI modeling
- Change management
- Value realization

03

Engagement Journey With State of Illinois

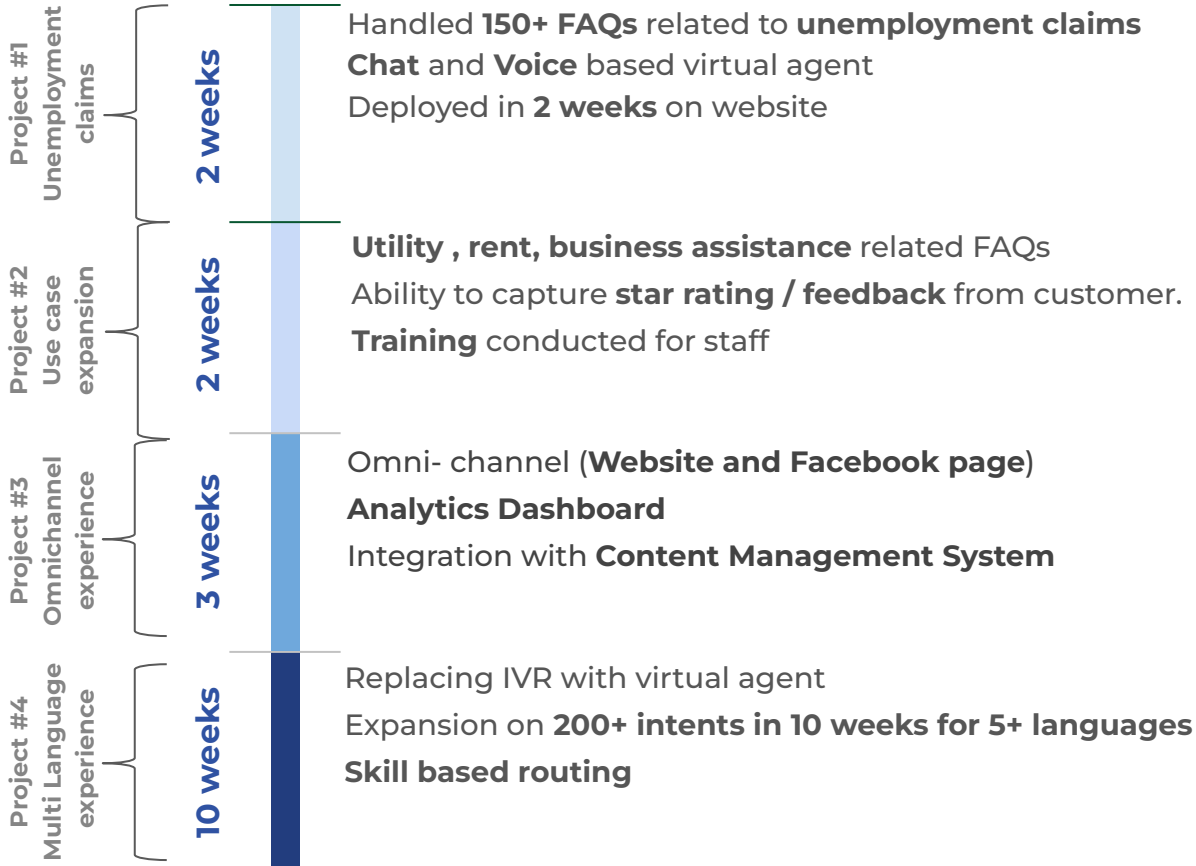**Millions** of citizens had lost their job during COVID-19

1.1 Million unemployment claims filed within 2 months of pandemic

99% calls went unanswered

Amid this crisis, State of Illinois needed virtual agent to handle incoming calls and queries

Journey with State of Illinois

Project #1 Unemployment claims — 2 weeks

Handled **150+ FAQs** related to **unemployment claims**
Chat and **Voice** based virtual agent
Deployed in **2 weeks** on website

Project #2 Use case expansion — 2 weeks

Utility , rent, business assistance related FAQs
Ability to capture **star rating / feedback** from customer.
Training conducted for staff

Project #3 Omnichannel experience — 3 weeks

Omni- channel (**Website and Facebook page**)
Analytics Dashboard
Integration with **Content Management System**

Project #4 Multi Language experience — 10 weeks

Replacing IVR with virtual agent
Expansion on **200+ intents in 10 weeks for 5+ languages**
Skill based routing

Business Impacts

$100 Mn
Estimated annual savings

3.2 Mn+
Inquiries handled in 2 weeks

150,000
Web inquiries handled per day

100,000
After-hours calls per day

O4

Conversational AI for Public Sector

Use-Cases Identified for Public Sector

MOTOR VEHICLE AGENCY

- License Registration/Renewal
- License Status
- Duplicate License Application
- Pay Penalties
- File Complaints

HEALTH DEPARTMENT

- Vaccine Management
- Waiting room
- Locate vaccination sites
- Follow up and Care Recommendations

HOUSING AUTHORITY

- Eligibility check and Screening
- Submit and Track status of applications
- Call back scheduling
- Fraud Reporting

LABOR & EMPLOYMENT AGENCY

- Claim status check
- Pin reset
- Appointment scheduling
- Fact finding (eligibility check)
- Payment status

VITAL RECORDS

- Order a Record
- Update Information or request Corrections
- Complaints Submission
- Process Payments

INFORMATION RESOURCES

- Personalised User On boarding
- Manage account information
- Contract Purchasing Orders
- Vendor Onboarding
- Submit and Track status of requests

COMMON USE-CASES

- Appointment scheduling
- Pin reset
- Fraud reporting

- Personalised user onboarding
- Submit and track status of applications

- Fact finding (Eligibility check)
- Call back scheduling

Our CCAI Impact in Public Sector

~400K+
Queries Handled Per Month by Virtual Assistant

78%
Calls Handled by Virtual Agent

94%
Intent Accuracy by Virtual Assistant

1.13 min
Average Call Duration, Reduced From 5 Minutes

88%
Accuracy in User Authentication

<1s
Average Response Time by Virtual Agent

93%
Queries Handled by Virtual Agent

Positive
Constituent Sentiment Score

36.1%
Call Deflection Rate

2700 Hr
Live Agent Time Saved

Engagement Journey

Hack It

Ideation

Understanding key business use cases to automate

Build a custom demo on a particular use case

Alignment on roadmap

48 hours

Prove It

Pilot Virtual Agent

Virtual agent trained on 1-2 high impact use-cases

Deploy it via a preferred channel (chat, voice, telephony)

Integrations with 1 -2 existing systems

Basic Analytics

4-6 weeks

Nail It

Full Scale Implementation

Development of virtual agent on new use cases

Productionalize the deployed model

Integrations with all existing systems

Advanced Analytics

3-6 Months

Scale It

AI Solutions Factory

Scale up the solution to other departments/ business units

Expansion to multiple channels (chat, voice, telephony, SM platforms)

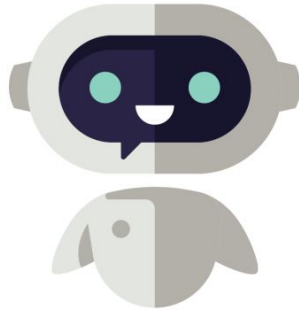Intelligent Agent Assist

Multilingual Support

4-6 months

Insights
Bot Performance Analytics to gauge the performance of the Virtual Agent, identify major conversation drivers, CSAT, NPS, etc.

Post Go-Live Support and Maintenance

05

Connect with us

Let's start your journey!

Schedule a workshop with us

Understand the current business state and identify priorities

Align on a your Conversational AI roadmap

Quantiphi
Public Sector
Go To Market Team POCs

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Practice Leader - PubSec
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Piyush Verma
Client Solution Partner
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Thank You

Explore More at
www.quantiphi.com

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