ENHANCE YOUR CALL CENTER EFFICIENCY WITH COEUS™

COEUS IS AN ARTIFICIALLY INTELLIGENT ASSISTANT THAT CAN AUTOMATE YOUR CUSTOMER CALLS

As more and more consumers prefer virtual chats over traditional phone interactions, companies are struggling with quick, consumer- friendly virtual assistant chatbots. Young people entering the workforce or heading off to college are comfortable with technology and impatient with waiting on a live agent to answer their questions. Older people are often frustrated by automated phone services that can't understand their spoken answers causing them to repeat the same information more than once.

Call center agents are frequently required to pull information from multiple sources, reading and aggregating it to determine the answer for the irate customer holding on the line. This can lead to incorrect and inconsistent information being provided to your constituents.

According to research conducted by The Quality Assurance & Training Connection (QATC), the average annual **turnover rate** for **agents** in US **contact centers** ranges between 30-45 percent, which is more than double the average for all occupations in the U.S. Turnover this high increases training and on-boarding costs to keep the call center fully staffed.

DFS has created a platform on top of IBM Watson Assistant to relieve these issues. Coeus can be implemented as either consumer-facing or agent assist or both. With agent assist, we provide fast and consistent information back to the call center agent decreasing call times and saving money for your company. With consumer-facing virtual assistants, our solution understands questions in natural language – either spoken or typed, and returns the answer in clear, concise terms in the language in which it was asked.

CALL CENTER EFFICIENCY

Provide fast and consistent information back to the call center agent, decreasing call times. Shorten training time and reduce agent turnover.

CONSUMER EASE

Provide convenient 24x7 access to questions. Leverage any mobile device. Speak to the virtual agent/bot in your preferred language. Transfer to a human if/when more complex information is needed.
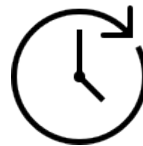
GET FUTURE-PROOFED

Use a cloud-agnostic platform that relieves burden of additional inhouse infrastructure. Utilize mobile technology and reduce phone call volumes.

WHAT IS COEUS?

Coeus, built on a proven framework, automates routine, and often mundane, questions for direct access from your constituents. Those questions that require a greater level of nuance and insight can still be escalated to experienced agents. Those agents will utilize the tool to more efficiently obtain the information needed to answer the questions.

The country's largest consumer-owned health insurer utilizes our technology…

…to reduce their average call center handle time by 10% and improve their SUS grade from F to A

…to remain a market leader, they continue to add and improve the content of their questions and answers

One of the largest telecom companies in the United States relies on Watson to….

…answer their employee's toughest requests via chat services

Result: Increased employee engagement across the enterprise by over 40%

Australia's largest independent oil and gas company absorbed over 600,000 pages of documentation, from reports to correspondence…

…gaining over 80% employee adoption for day-to-day work

Result: Employees used to spend 80% of their time researching problems and 20% fixing it. Watson has reversed that.

A leading international bank with over 5,000 branches, receiving more than 350k online inquiries a day and a 23% volume growth per year uses…

…a Watson-based platform to build 50,000 lines of dialogue to assist 20,000 customer advisors

Result: Client advisors can answer customer questions 60% faster

DFS STRIVES TO PROVIDE VALUE
FOR EVERY DOLLAR INVESTED
IN COEUS

We build our solution container by container, thus allowing you to determine priority of component implementation and move forward as demand requires.

To get started, we offer a lower cost solution and allow you to visualize the full result via an MVP. Our solution is cloud-based to cut down on necessary hardware and open source where possible to avoid expensive licensing agreements.

HERE'S WHAT YOU GET WITH COEUS

NATURAL LANGUAGE CONVERSATIONS

Coeus will converse with your stakeholders in natural language. Questions can be entered/spoken like you would talk to another person without any concern about special formatting or vocabulary. The Assistant knows when to search for an answer, when to ask for clarity, or when to direct users to a human.

LEARNS OVER TIME

Coeus does not simply answer questions. It performs tasks on the user's behalf (i.e., creates a new user account, sends replacement insurance cards). Dialogs are not just scripted, but trained from your existing environment so that it gets smarter over time.

ORCHESTRATES THE USE OF EXISTING SYSTEMS

The built-in Service Orchestrator provides secure data and communications. It allows for integration with your backend systems for the training and learning of Coeus. As an orchestrator, it will manage and route to multiple AI Assistants to handle any given situation.

AVAILABLE WHEN YOU ARE

Using a virtual assistant allows your customers to get answers when it is convenient for them. Coeus is available 24/7/365 to provide consistent answers.

PROVIDE A BETTER EXPERIENCE FOR ALL

Our solution allows you to reduce call volumes while focusing your staff on more complex, higher-value transactions. The transition to less human interaction provides a reduction in call center operations costs and a better overall user experience.

401 Broad St, Suite 206
Rome, GA 30161

888-9 DFS TEAM
Info@DFS.team

Please get in touch with us today for more information.

Go from no AI to Coeus, an AI-enabled Assistant, in 6 weeks

WEEK 1

We create a foundation based on your strengths.

Designed for you. We kickoff your project with a personalized design thinking workshop. DFS recognizes that no two organizations are cookie-cutters copies of each other. As we work through the process of design thinking, we learn about your specific issues and plans, allowing us to provide the most innovative solutions.

Design meets solution. Agile methodology is about adapting gracefully to changing needs with software. During the design thinking, we'll be working with your team to choose the right problems to solve and setting up an agile framework to solve those problems the right way.

Recognize your MVP. Using agile processes to quickly deliver a minimally viable product provides for your team to get an early look at the design implementation and course correct where necessary before the cost layout of the full implementation.

WEEKS 4-5

We teach your virtual assistant to talk to your customers.

Train your bot. Bots, like children, have to be trained. Working with your team, we will train your system on FAQs, setting up dialogs and skills for customer interaction.

Integrate. We will conduct system integration and user acceptance testing to find and remediate any critical issues.

WEEKS 2-3

We deliver a platform that will handle your needs and showcase your brand.

Lay the platform. We will configure network infrastructure and cloud platform for development, testing, and production environments.

Branding the bot. Your solution should reflect your identity. Our UI will be branded to your specifications and integrated with your website.

WEEK 6

We teach you and guide you through full adoption of your solution.

Realize your full potential. We implement your solution into your production environment and hand you the keys to your new solution by giving you a guided walkthrough so you can confidently occupy the driver's seat.
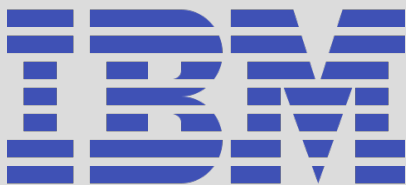
Empower reliance. We provide thorough training for your end users, utilizing training materials and knowledge transfer.

Extend benefits. We review the lessons learned and plan the next steps in your journey.

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ABOUT OUR PORTFOLIO OF PRODUCTS AND PARTNERS

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

IBM has proven to be an enduringly successful company. Originally founded as the Computing-Tabulating-Recording Company in 1911, it adopted its current name in 1924, and is still ranked in the top 20 on Forbes' list of the world's most valuable brands. IBM produces and sells computer hardware, middleware and software. It is also a major research organization, holding the record for most U.S. patents generated by a business for the past 27 consecutive years. IBM has been a fixture on the Fortune 500 since the first list in 1955.