

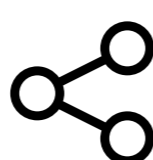
Artificial intelligence and the customer experience

Verizon Digital Customer Experience solutions

The role of artificial intelligence



Increase self-service adoption.



Identify issues circulating on social media.



Automate rapid decision-making.



Drive increased agent speed and accuracy.



Gain insights from large data sets.



Deliver consistent constituent experiences.

Insight

Artificial intelligence (AI) pattern recognition



Efficiency

AI process automation



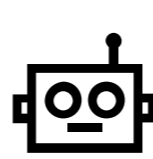
Constituent experience

Personalized
Consistent
Contextual
Immediate

Verizon Digital Customer Experience



Social engagement



Virtual agent



Knowledge assist

Your constituents are engaging with your brand in new ways.

Social posts

Chats

Mobile web

Messaging

Do you have the tools, insights and expertise to align your organization and achieve an ideal constituent experience?



Marketing tools

Understand the voice of the constituent.
Monitor constituent engagement.
Monitor and manage outbound campaigns.
Orchestrate cross-channel messaging.



Digital tools

Enable continuous feedback and improvement.
Evaluate ongoing conversations.
Add and update automation use cases.
Gain insights across all customer interactions.



Contact center tools

Provide consistent answers.
Intelligently author knowledge base using existing content.
Drive reductions in live agent interaction handling time.
Deflect live agent interactions with AI-powered self-service.

Verizon Digital CX solutions help you continually improve your support services with human-and AI-based learning and insights. That enables better automation, inclusion of more use cases and additional constituent insights, which help you improve your responses.

Verizon Digital Customer Experience (CX) solutions are now available on CALNET NextGen for CA agencies and organizations.

Best practices



Stay focused, start small and expand from learnings.



Be channel smart.



Don't launch and forget.



Buy a product, not a developer toolkit.



Augment human intelligence with AI.

Contact your Verizon Account Manager >

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