

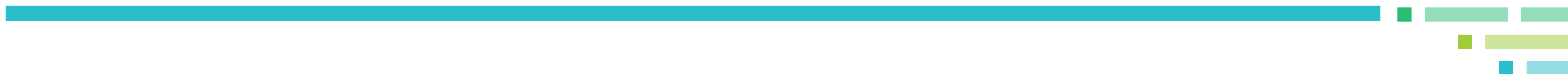
HOW  
BRIDGEi2i's

AI Accelerators

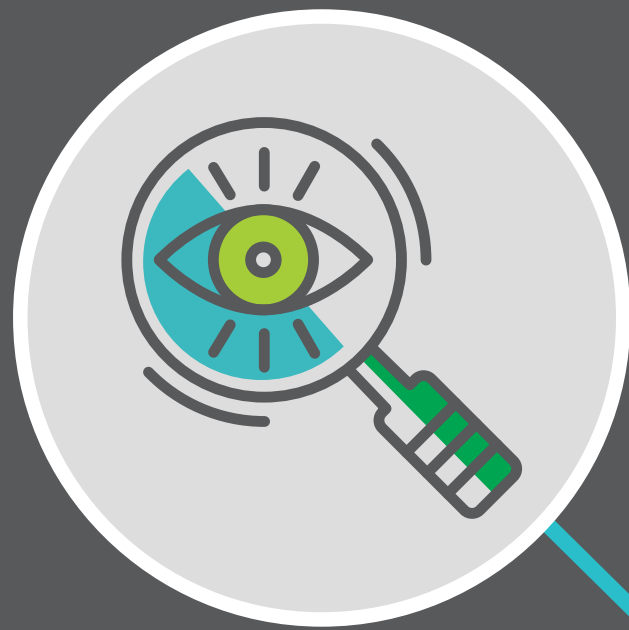
CAN HELP  
MANAGE

After-sales

Customer Experience



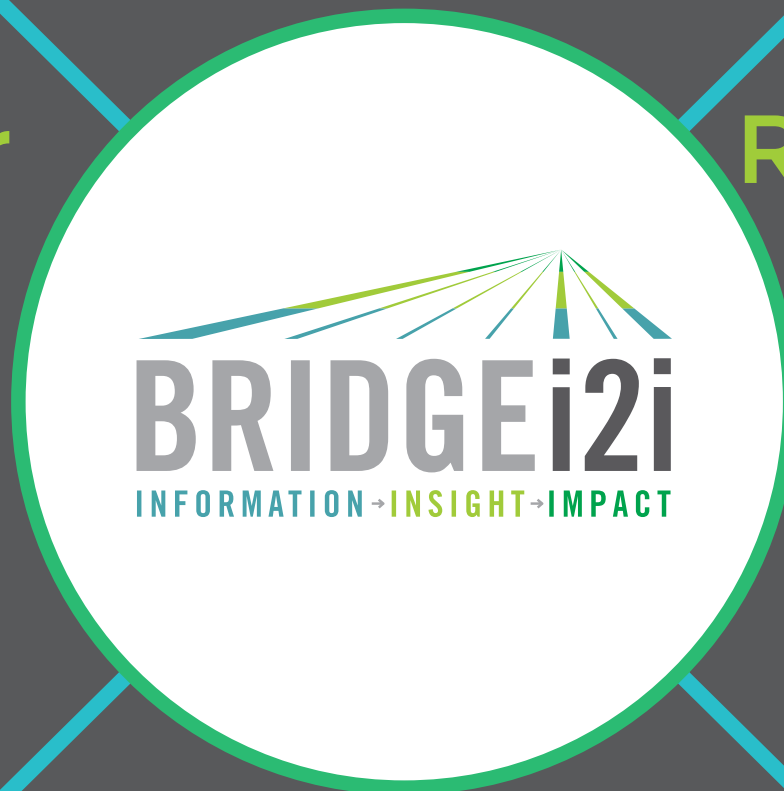
# AI Accelerators



Watchtower



Recommender

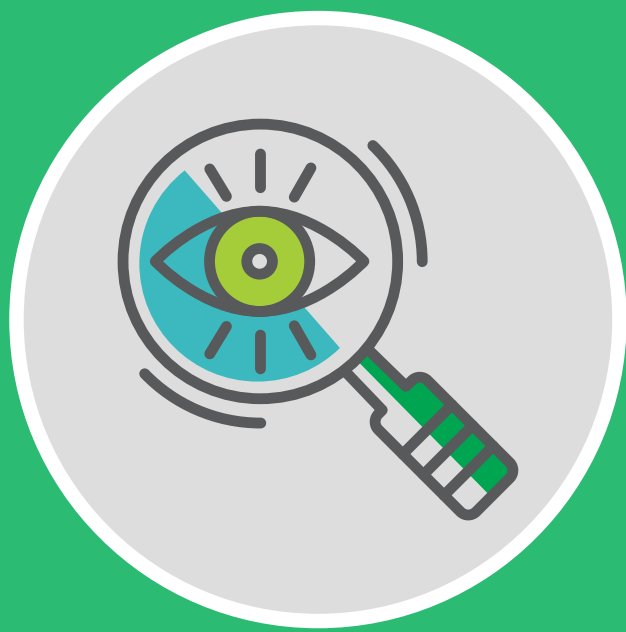


Optimizer



Converser





## Watchtower



- Identifies causes of anomalies and monitors customer satisfaction patterns across channels with operational metrics such as Average Handle Time (AHT), Abandoned Call Rate (ACR), First Contact Resolution(FCR), etc.
- Identifies key product specific issues faced by customers and monitors volume over time





## Recommender



- Provides the customer support agents with upsell/cross sell recommendation opportunities based on historical data and consumer product portfolio.
- Diverts the traffic and volume from assisted to unassisted support channels, thereby reducing cost





## Optimizer



- The Optimizer forecasts demand for spare parts based on availability and ensures auto-replenishment for inventory management at the service and hub level.
- It also offers recommendations on end-to-end supply chain processes including optimizing the delivery and shipping time.





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## AI for the Digital Enterprise

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[www.BRIDGEi2i.com](http://www.BRIDGEi2i.com)