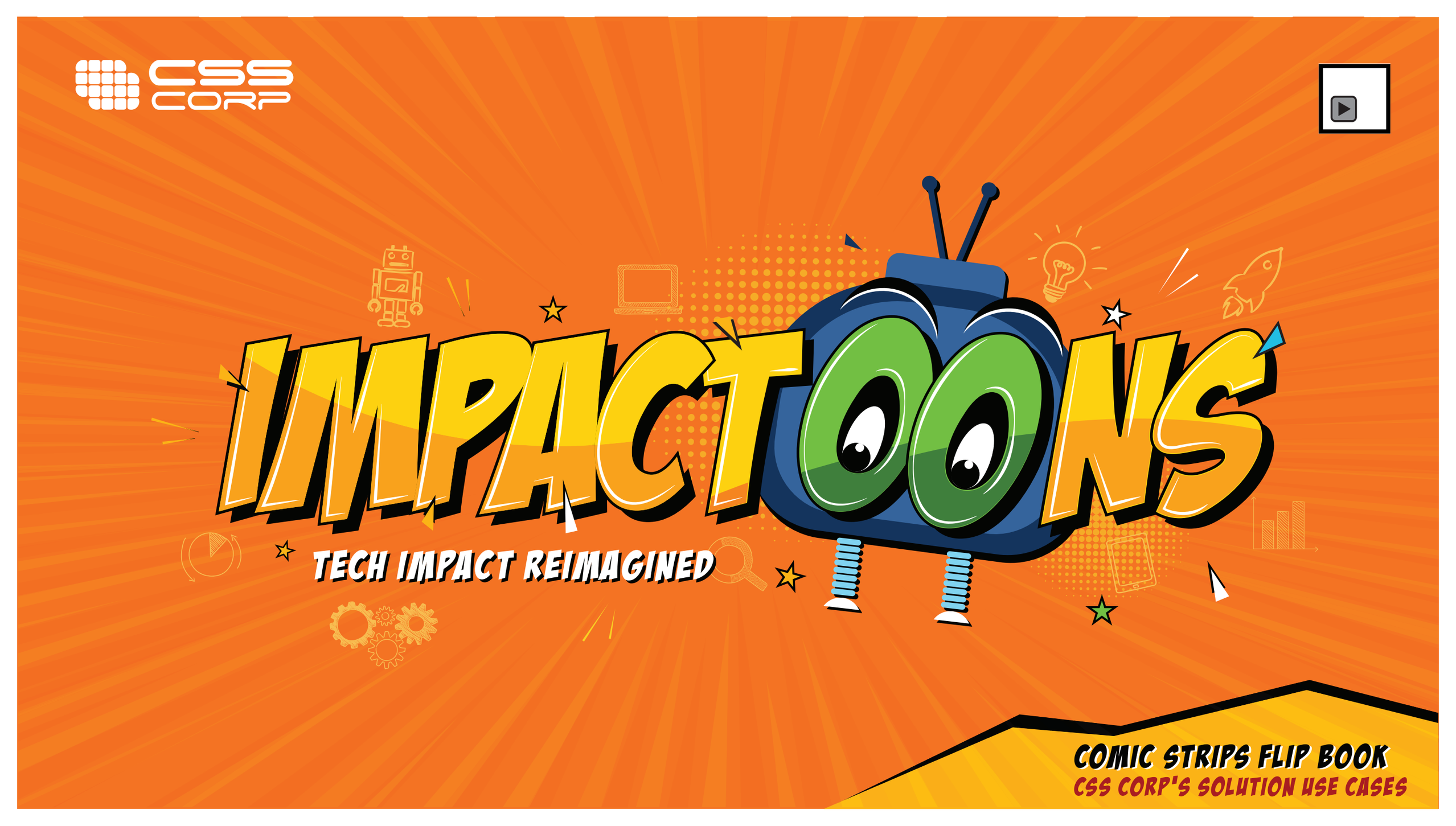
CSS CORP
IMPACTOONS
TECH IMPACT REIMAGINED
COMIC STRIPS FLIP BOOK
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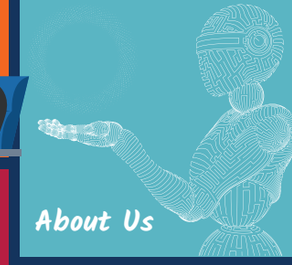
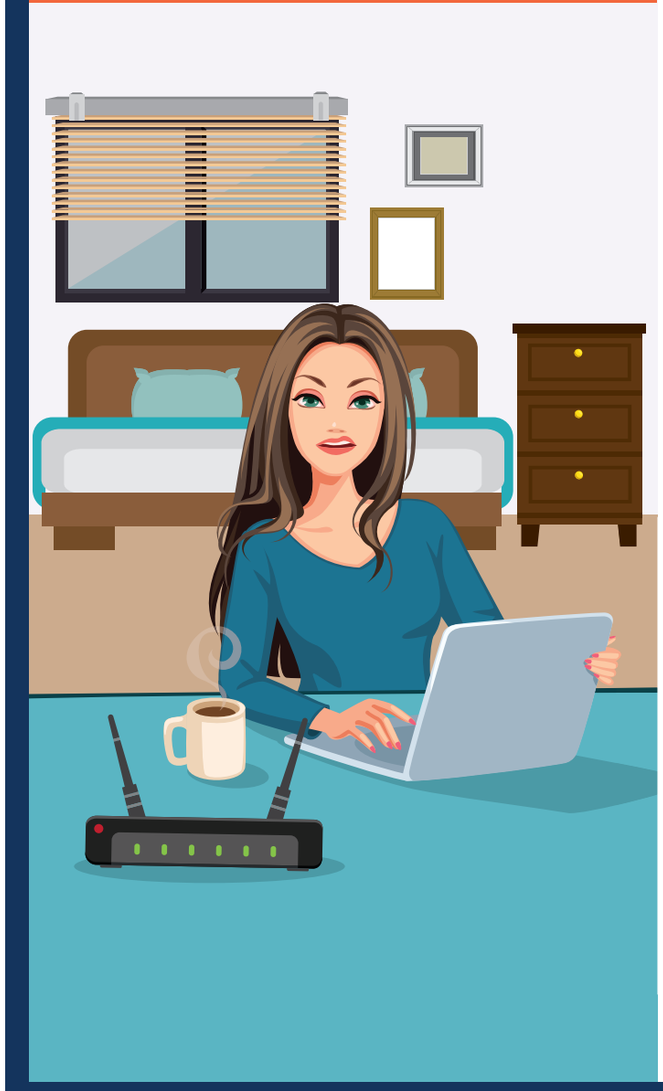


CUSTOMER AND TECHNICAL SUPPORT

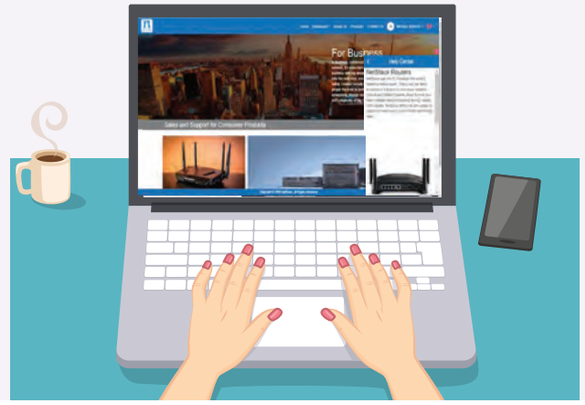
OMNICHANNEL EXPERIENCES WITH VIRTUAL ASSISTANT

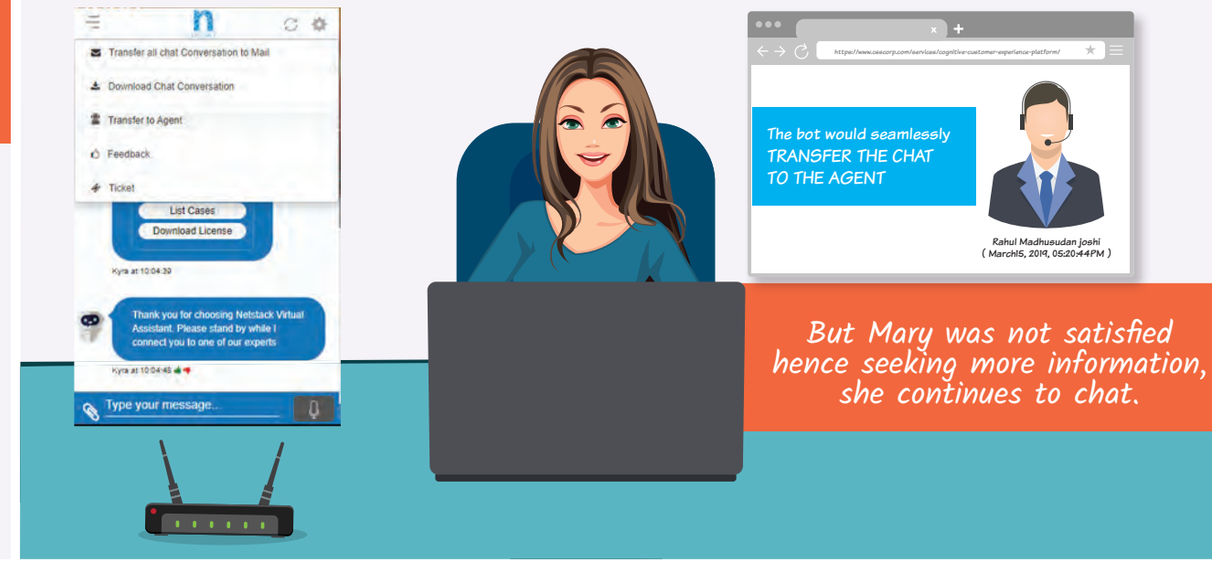
CSS CORP

Mary recently purchased a router online and had some queries. She opens the chatbot on the company's website.



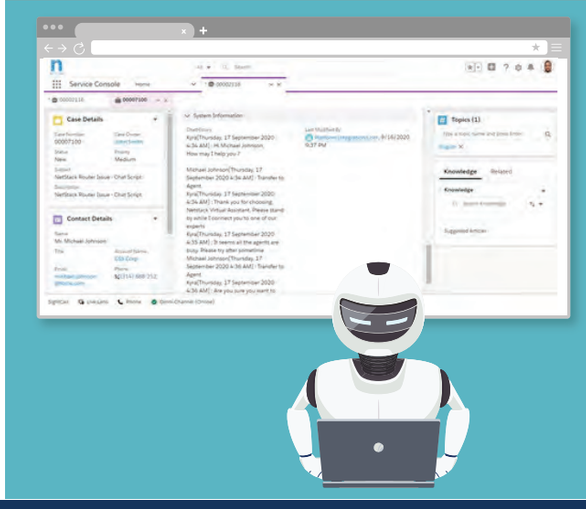
Mary had some questions regarding its setup and the chatbot provided relevant articles from an FAQ database.





But Mary was not satisfied hence seeking more information, she continues to chat.

In the process, the bot creates a ticket, thereby accelerating the initial level of troubleshooting.

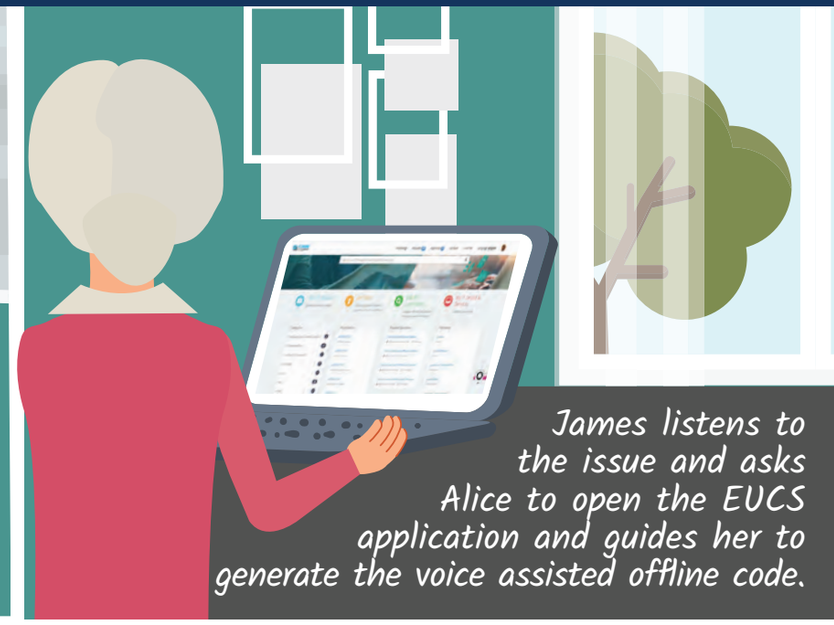


This amplifies the agent experience and productivity, freeing the agent from labor-intensive tasks.

Mary is thrilled as the ease of resolution saved time & reduced her effort!

Be enabled like Mary

FASTER TICKET RESOLUTION WITH OFFLINE CODE GENERATION



EMPOWERING AGENTS THROUGH CUSTOMER SENTIMENT ANALYSIS

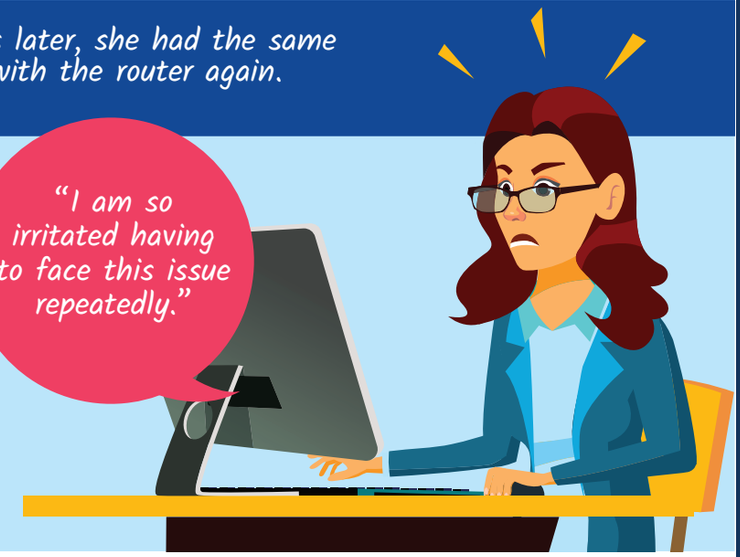
Jane reaches out to a support agent for her WiFi router issue.

"I have a router which was working fine. But there is a problem after a power outage. Could you let me know why this has occurred again for the device Omnivista #PRDS387245?"

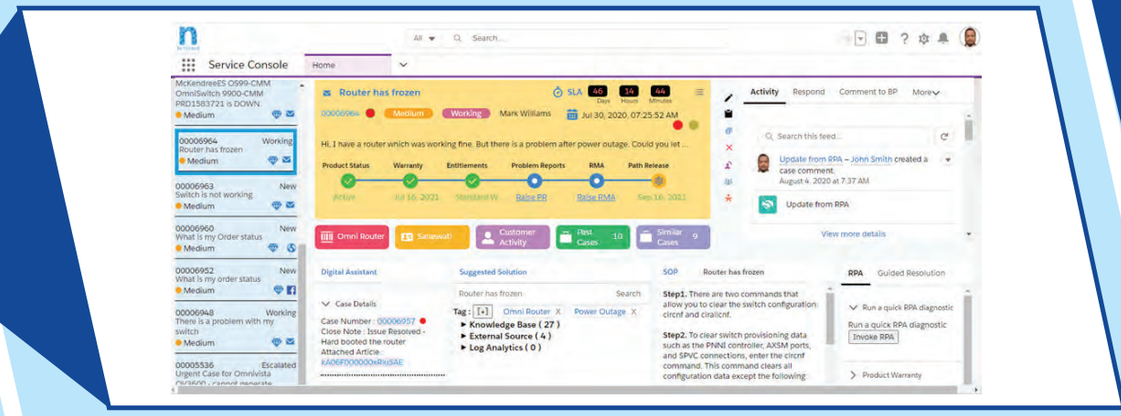
The agent guides the customer and fixes the issue.

2 days later, she had the same issue with the router again.

"I am so irritated having to face this issue repeatedly."



The agent understands Jane's frustration and can see a RED icon on case sentiments, which indicates that the customer sentiment is negative.



Positive sentiment

Negative sentiment

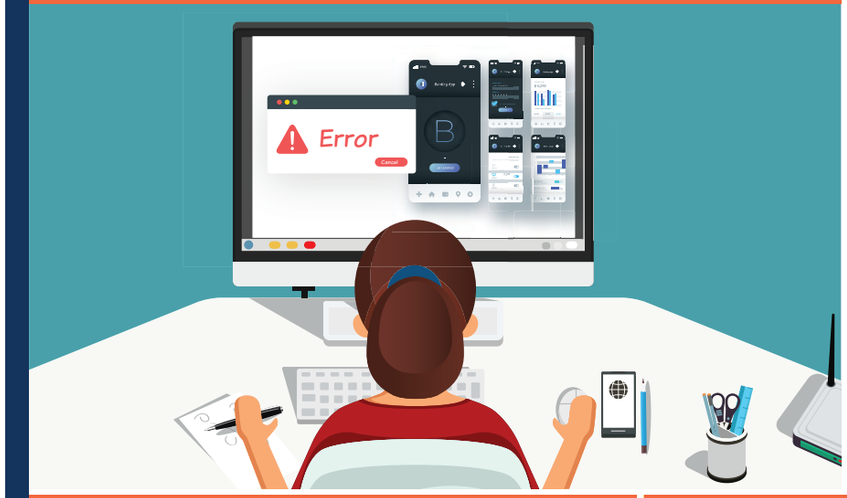
The Digital Assistant displays related case numbers of the past that is used to fix the resolution. The agent also refers to KBs, SOPs recommended based on Jane's intent.

Be empowered like the agent.

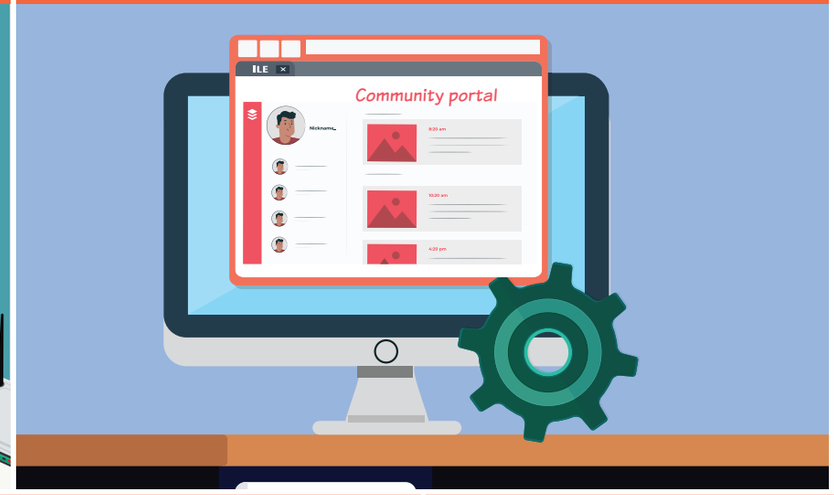
SELF-HELP THROUGH AI-BASED RECOMMENDATION ENGINE

CSS CORP

Vera was designing an app for her business, Flowers For All, when she ran into an application security issue during deployment.



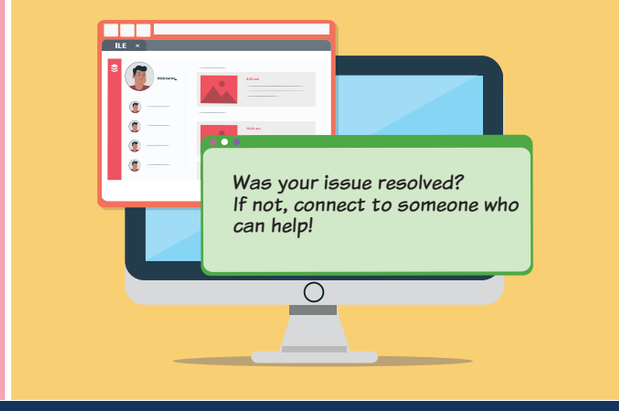
Vera manually navigates to an intuitive community portal website for solving app security issues.



Searching for solutions, Vera is presented with 10 recommendations from the AI-based recommendation engine.

Vera chose the top 3 recommendations, but still has questions about security configuration.

The recommendation engine also connected her to the top community experts. Vera engages with the experts and gets a quick response.



And just like that, Vera's issue is resolved!

The community portal saved time & effort. All thanks to the recommendation engine, Vera is happy.

SELF-HELP WITH VISUAL IVR FOR RESOLVING NETWORK CONNECTIVITY

CSS CORP

Gadet
SUPPORT CASE & KB User Story

Victor runs an Internet Café with services like printing & photocopy in Philippines.

Continuous access to internet is the backbone of his café and his customers vouch for his prompt and courteous service.

One weekend, the internet goes down in his café bringing all services to a halt.

Every hour without the internet would lead to monetary loss and customer dissatisfaction.

INTERNET CONNECTION LOST

INTERNET CONNECTION LOST

Victor tries calling into customer care, but it does not resolve his issue.

He then remembers downloading the GADET+ app earlier.

He picks up his phone, scans his router bar code to add the product and registers himself successfully.

Victor creates a ticket in a snap and gets access to Call/ Live Chat.

The issue is resolved.

With internet connectivity back on, Victor can now service his customers.

Without Gadet Victor could have faced

Business Downtime

Revenue Loss

Customer Attrition

Now Victor relies on

Gadet

to ensure easier and Quicker Resolution.

Be Like VICTOR!

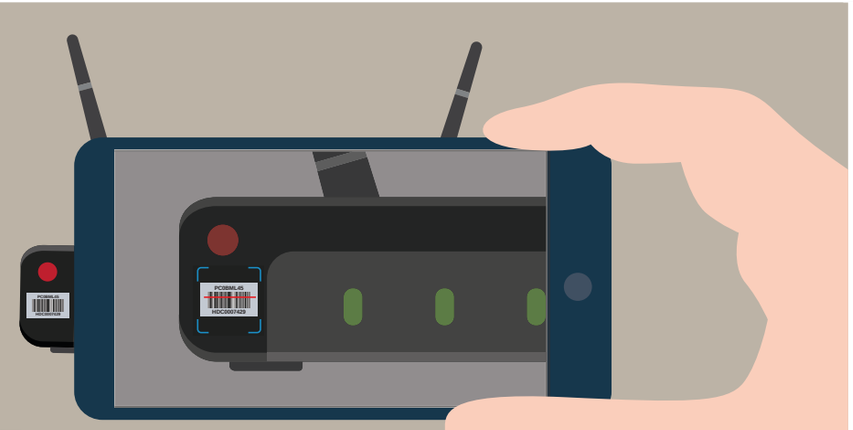
DEVICE REPLACEMENT POWERED BY GADET+

CSS CORP

Gadet

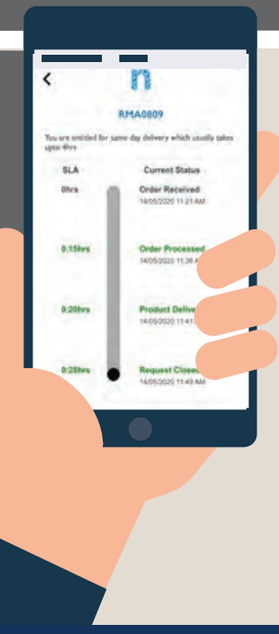
Frank buys a new WiFi router and finds out that it is not working.

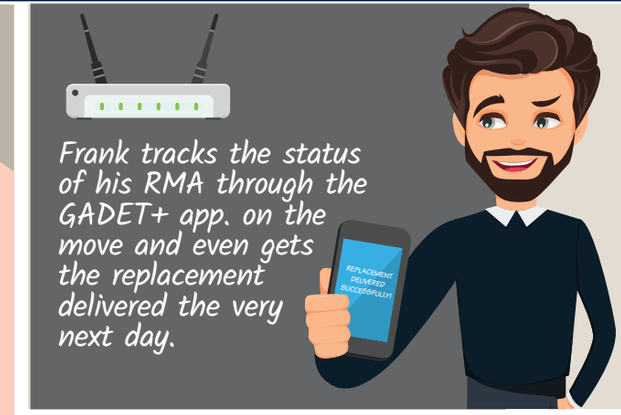
He instantly downloads the GADET+ app.



Using the QR code of the device, Frank easily raises an RMA.

The support team quickly approves his request and Frank receives the notification instantly.





Frank tracks the status of his RMA through the GADET+ app. on the move and even gets the replacement delivered the very next day.

He is thrilled with QUICK TURNAROUND TIME and STRESS-FREE ACCESSIBILITY to support.

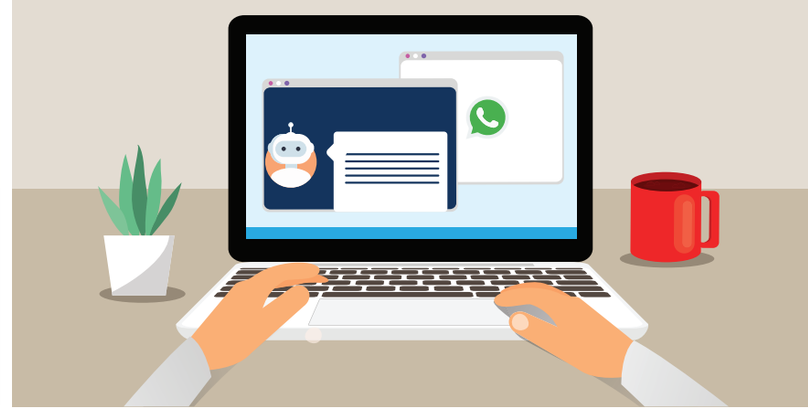
INSTALLATION SUPPORT MADE EASY THROUGH AR

CSS CORP

Linda bought a router and is facing issues with installation even after repetitive trials.

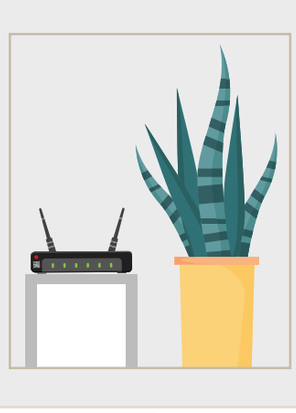
She uses her Whatsapp Desktop application and sends a request to the contact center for support on router installation.

She recieves a link of a visual bot on her Whatsapp Desktop and clicks on it. The visual bot opens in the browser.

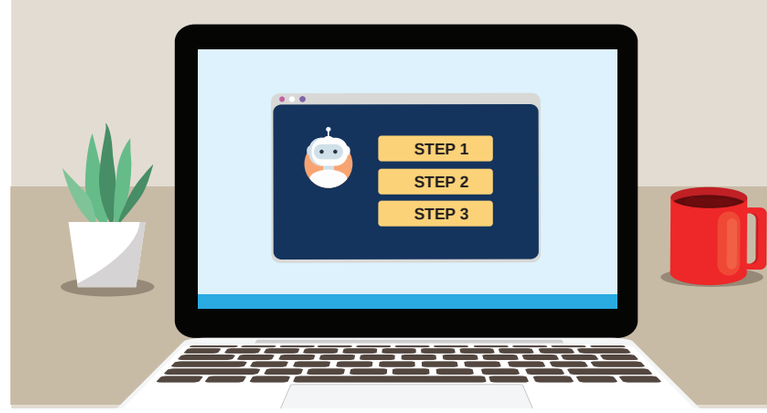


Linda points her phone camera to the router.

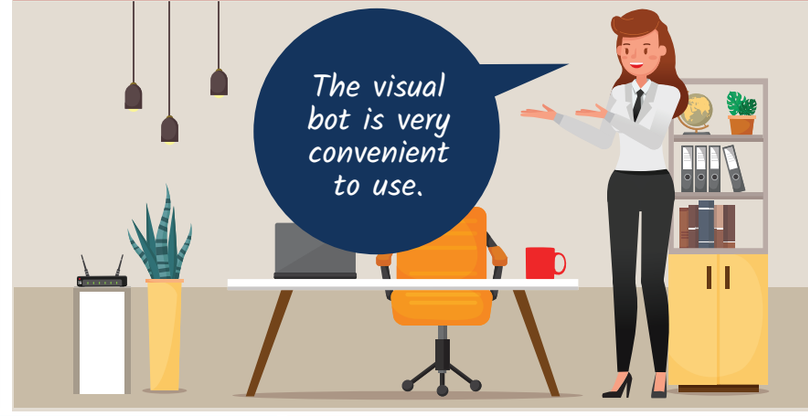
Visual bot screen representation (For illustration purpose only)



The computer vision AI of the visual bot guides Linda step by step to install the router by visually interacting with her in self-service mode.



Linda's new router is working now and she is astonished at her awesome experience on how the visual bot can resolve the issue without any human intervention.



if the router installation still fails, the visual bot will seamlessly escalate the case to the agent.

→

The visual bot will provide an option to Linda to connect to the agent via WhatsApp Desktop.

→

The visual bot updates the case with the customer issue information and video conversation for the agent's reference.

→

The agent accepts the case and resolves it.

ENTERPRISE IT

UNLOCK ACCOUNTS THROUGH MOBILE-BASED MULTI-FACTOR AUTHENTICATION

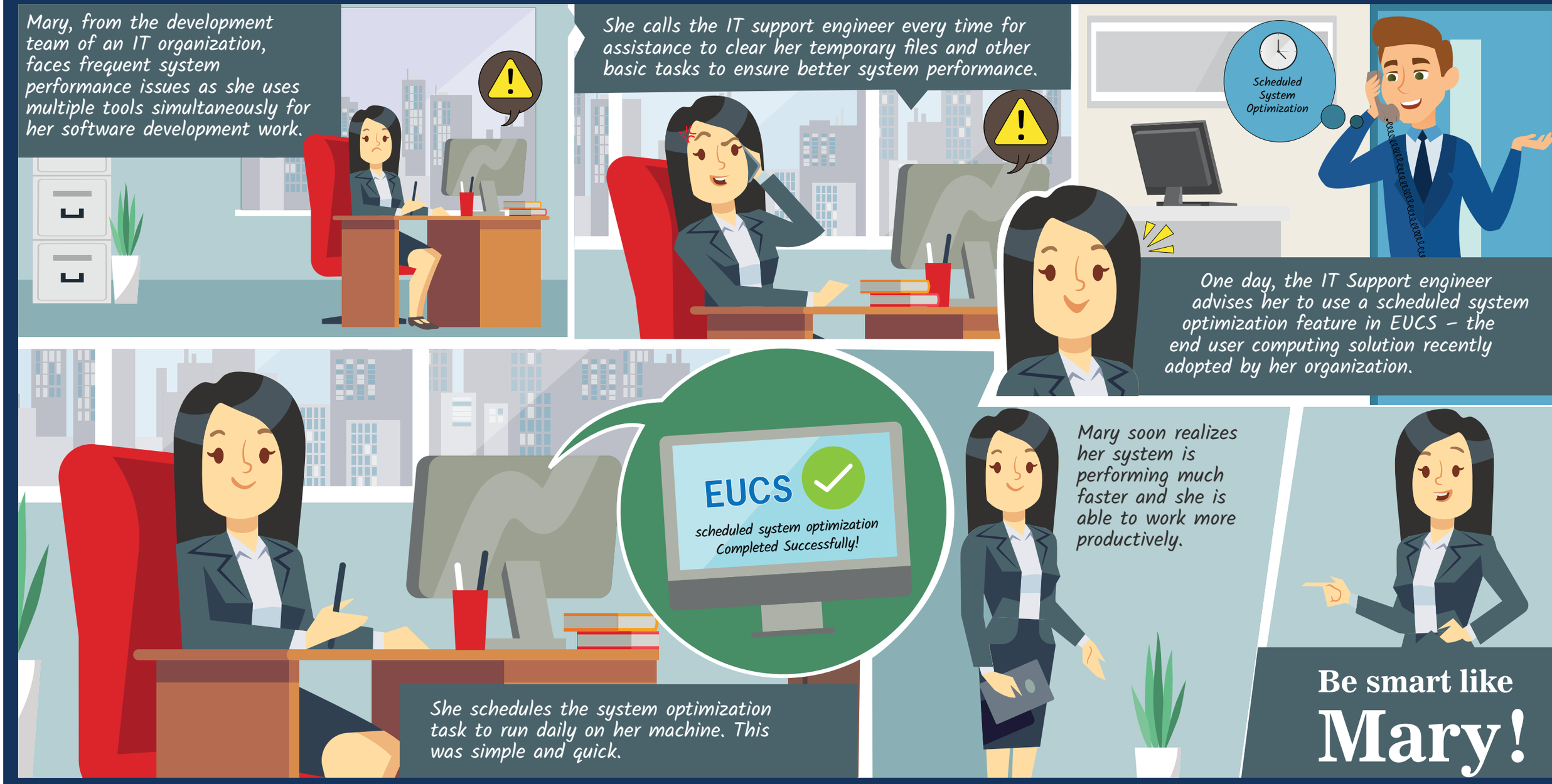
CSS CORP

ACCOUNT PASSWORD RECOVERY THROUGH AI-BASED APPLICATION

CSS CORP

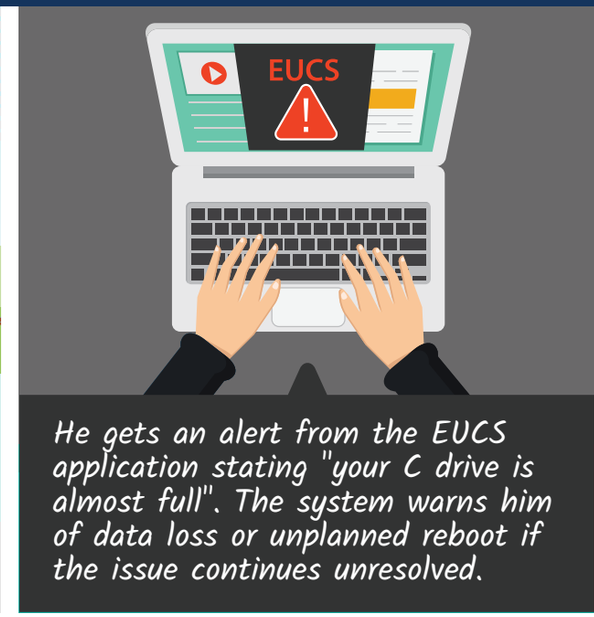
SYSTEM PERFORMANCE ISSUE RESOLUTION THROUGH SCHEDULED OPTIMIZATION

CSS CORP



AUTOMATED DISK SPACE OPTIMIZATION THROUGH INTELLIGENT SELF-HEALING

CSS CORP



Jose clicks "Yes" and EUCS executes the script and makes space in the C drive. Within minutes, he is able to work on his system without any further issues.

SEAMLESS APP-ENABLED TICKET AND INCIDENT MANAGEMENT

CSS CORP

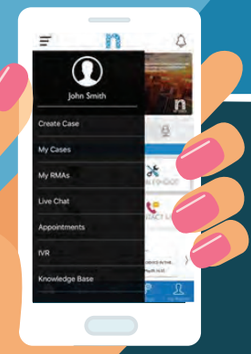
Jade is the Director of Sales in an IT MNC.

She had to depend on her organization's Incident Management tool every time to check the status of her tickets and provide inputs.

It was a lengthy process for her and she was thus quite unhappy.

Robert, her junior, asks her to try GADET+, CSS Corp's nifty app for ticket management.

Jade tries out GADET+ app on her mobile, and finds it very appropriate.

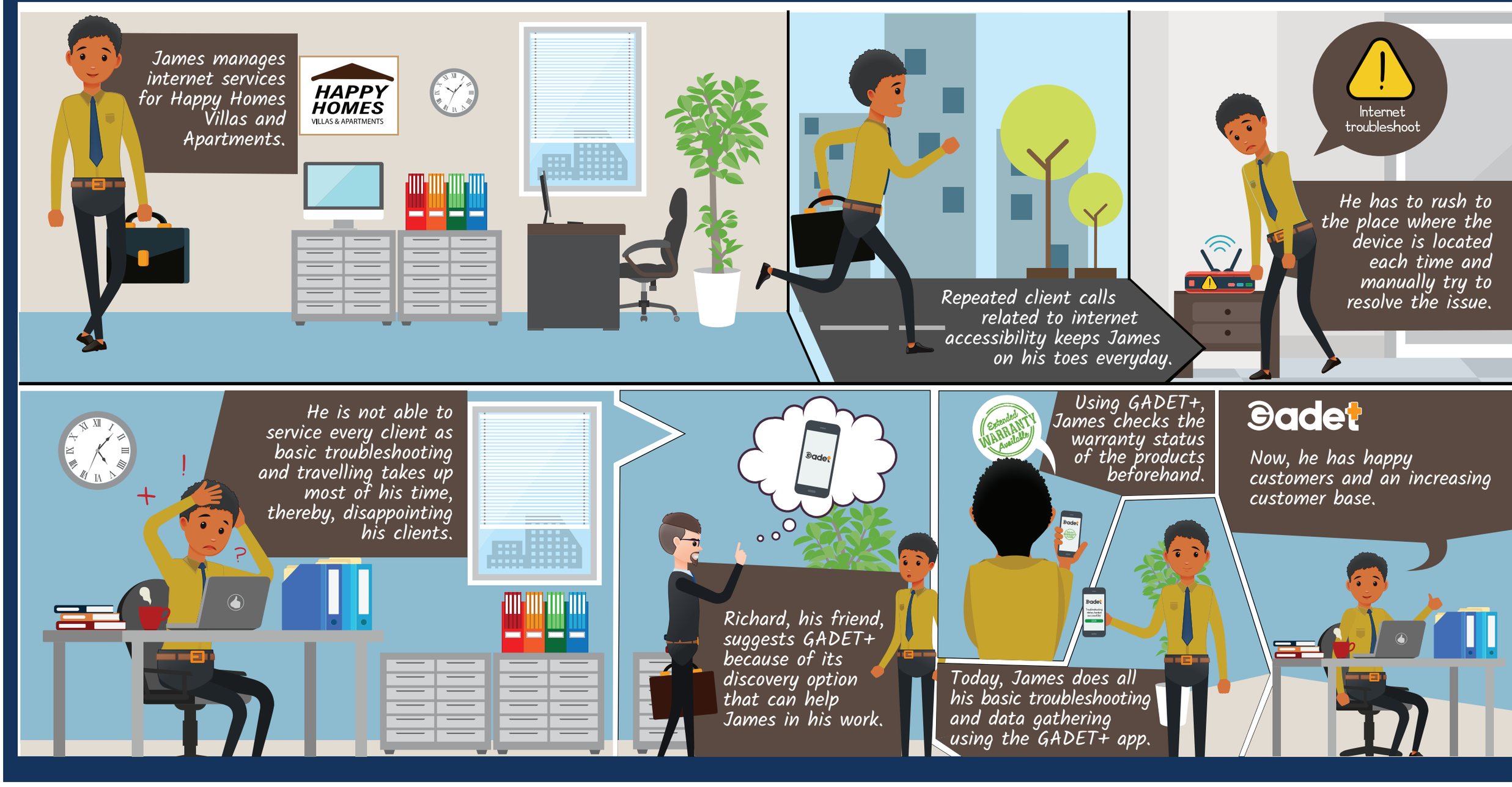


She is fascinated by the simple and consolidated view of her tickets, notifications, easy ticket creation and management, by just a click on her mobile.

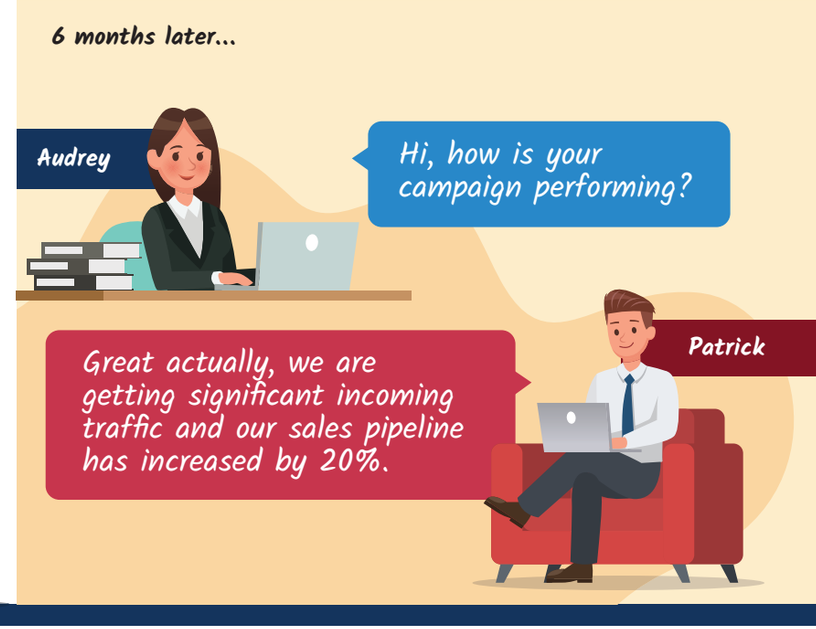
Gadet+

She realizes that GADET+ has made her life a lot simpler with its user-friendly ticket management capability.

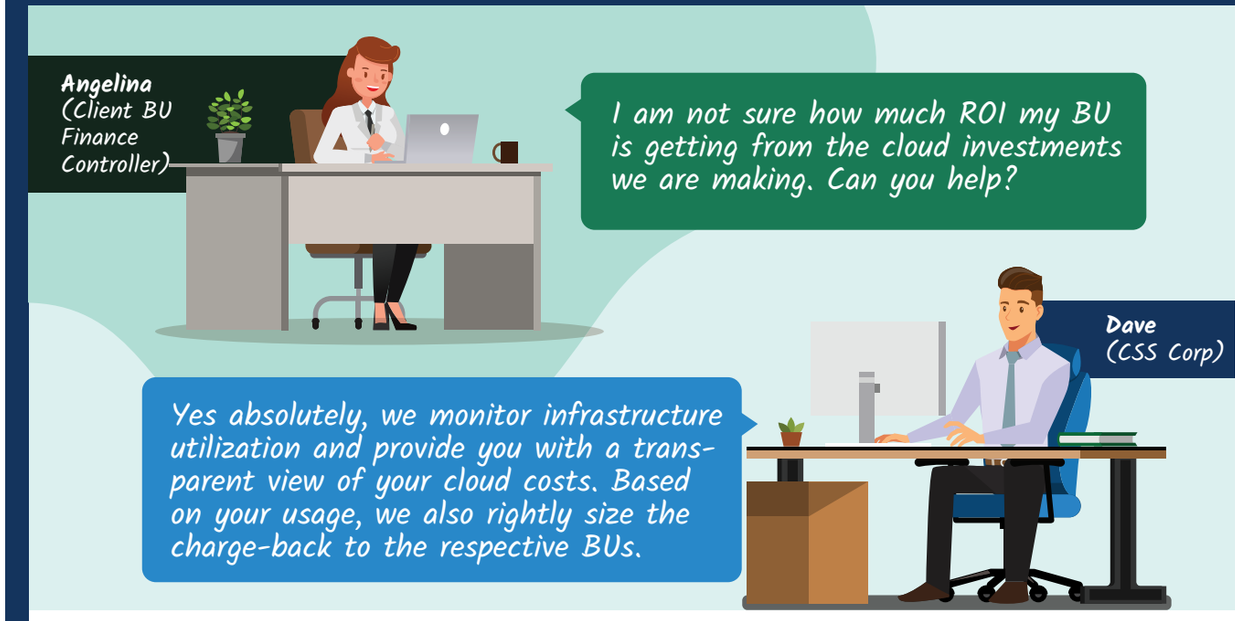
REMOTE SUPPORT AND TROUBLESHOOTING THROUGH GADET+

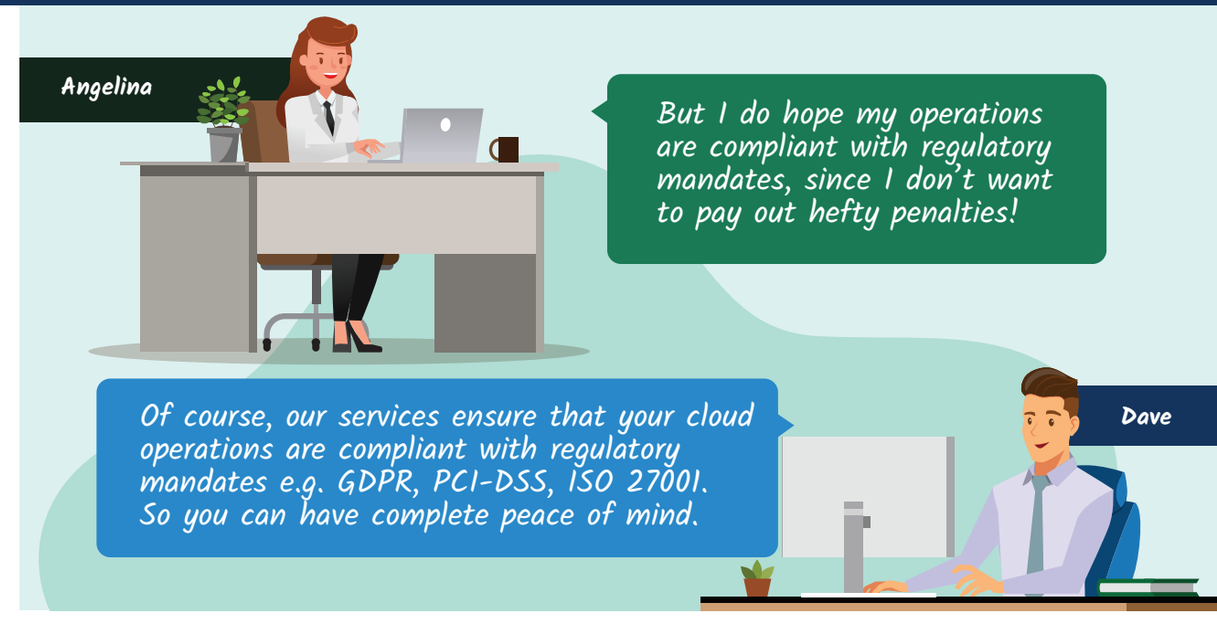


CUSTOMIZED CAMPAIGN MANAGEMENT FOR INCREASING THE SALES PIPELINE



Optimizing Cloud Spend Through Automation and Advanced Analytics





CUSTOMIZED CAMPAIGN MANAGEMENT THROUGH A PREDEFINED TECH STACK

CSS CORP

George (SVP, Client Marketing)

I need to launch a new campaign in 3 weeks. I need someone who will take end-to-end ownership. Can you help?

Sure, our campaign management launch pad will help faster provisioning and get your new campaign up & running in no time.

Emily (CSS Corp)

George

My target visitors will be about 1Mn per day and the campaign duration will be for a week. What recommendations do you have?

Thanks for the input as this helps us to decide the optimal capacity. Our solution has a predefined tech stack that allows you to select the options, after which we will be able to view the complete setup.

Emily

George

Let's go ahead then.

Here we go!!

Option 1 – LAMP, Drupal CMS, Google Analytics, Performance Monitoring, AWS.

Option 2 - LAMP, Adobe AEM, Adobe Analytics, Performance Monitoring, AWS.

Emily

George

I would prefer to go with Option 1

That's a great choice for running a cost effective campaign.

Emily

5 minutes later...

Emily

Your campaign stack is now completed. You will be receiving your credentials for the integrated dashboard that provides insights for traffic metrics, performance metrics, CMS admin interface etc.

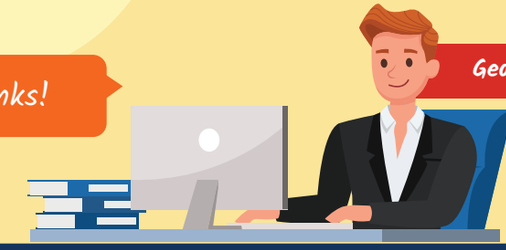
Ah, that was quick!! Let me take a look and start publishing my content.

George

Emily

Great to hear that. Good luck on your campaign.

Thanks!

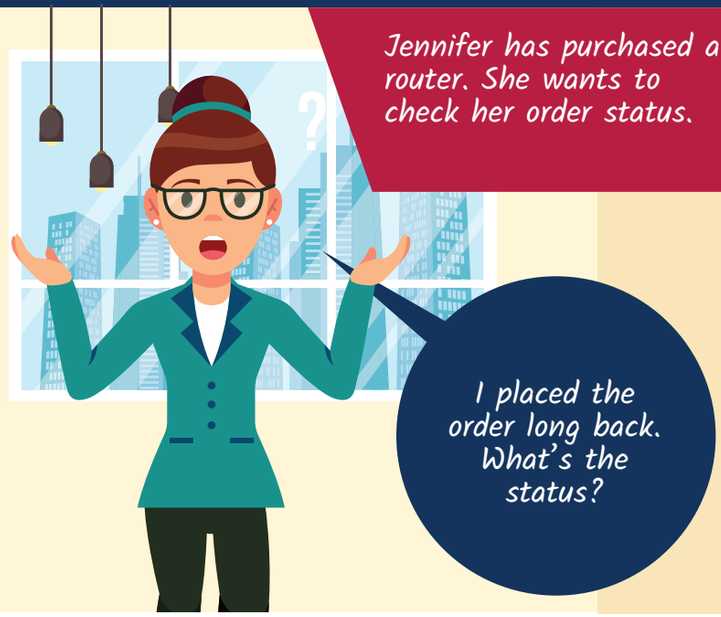


George

INTUITIVE SELF-SERVICE THROUGH PHONE DEFLECTION

CSS CORP

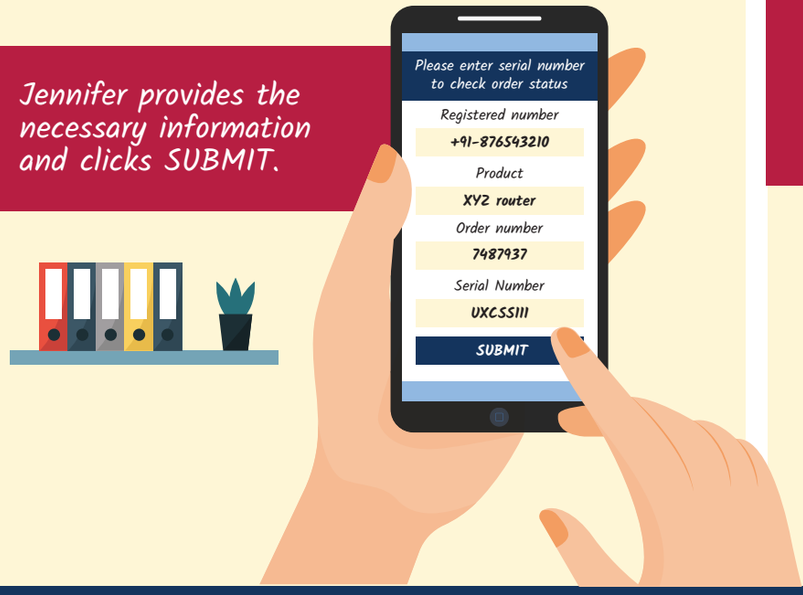
Jennifer has purchased a router. She wants to check her order status.



Jennifer calls up the customer support number and gets connected to the IVR where she chooses her preferred self-service option.

Jennifer receives the link via SMS on her registered device. The link directs her to the self-service form.

Jennifer provides the necessary information and clicks SUBMIT.



The case is created. The status details of her order is displayed. Resolution was spontaneous and effortless.

Jennifer's query is resolved, and she is a happy customer.

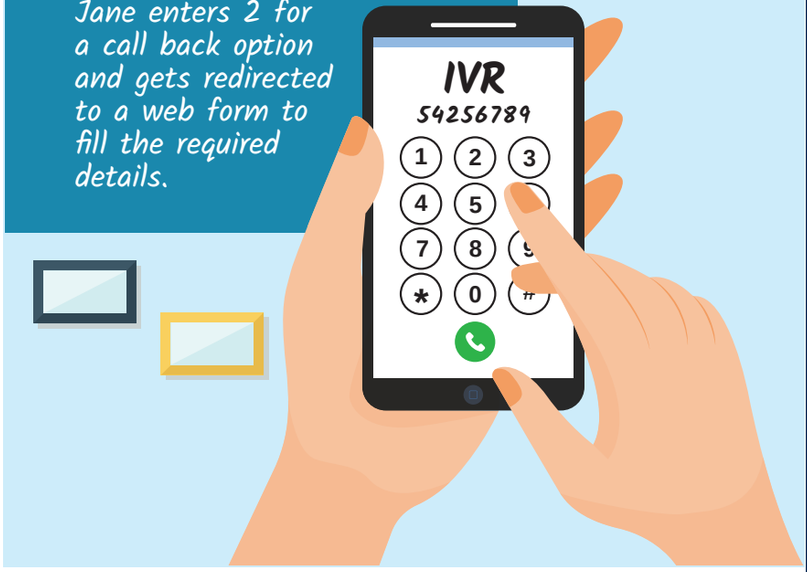
The self-service option resolves her query with minimal efforts.

REDUCED WAIT TIME THROUGH SCHEDULED CALL BACK

Jane wants to know about offers and discounts on the product. She decides to call customer care and check for the offers.

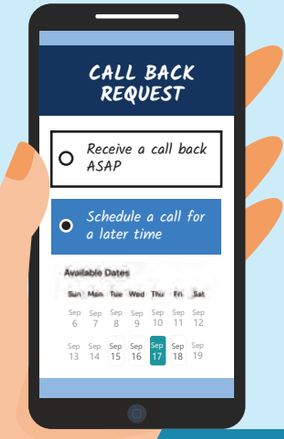
Jane calls up the customer care and gets connected to the IVR where she instantly receives the offer details via SMS on her registered mobile number.

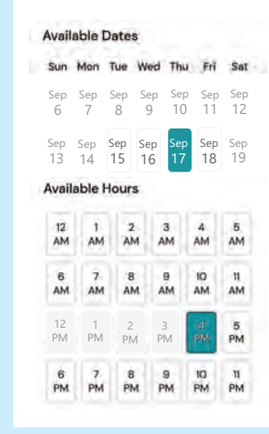
Jane enters 2 for a call back option and gets redirected to a web form to fill the required details.



Jane can select "Receive call back ASAP", and she will be connected to an expert as soon as one is available.

OR





However, Jane selects the option to schedule the call on her preferable time slot and submits the form.

Jane's query is resolved, and she is a happy customer now.

She receives the call back on her preferred time and places an order.

IMPACTOONS

USA | Costa Rica | Columbia | UK | Poland | China | India | Philippines | Mauritius

CSS Corp is a new age IT services and technology support company that harnesses the power of artificial intelligence, automation, analytics, cloud and digital to address customer needs. We partner with leading enterprises to help them realize their strategic business outcomes. Our team of 8000+ technology professionals across 18 global locations is passionate about helping customers differentiate and succeed. We act as a catalyst for growth by enabling enterprises to transform from traditional models to new age service models and help them identify new revenue streams.

For more information on how we can transform your customer journey, please visit **www.csscorp.com** or email us at **info@csscorp.com**

MORE SOLUTIONS COMING UP.
STAY TOONED!