

The main title "IMPACTOOONS" is rendered in a large, bold, yellow, 3D-style font with black outlines. The two 'O's are replaced by a blue robot head with large green eyes, blue antennae, and blue spring-like legs. The background is orange with radiating lines and various tech icons like a robot, laptop, lightbulb, rocket, bar chart, smartphone, and gears.

TECH IMPACT REIMAGINED

COMIC STRIPS FLIP BOOK
CSS CORP'S SOLUTION USE CASES

CUSTOMER AND TECHNICAL SUPPORT

Omnichannel Experiences with Virtual Assistant



Empowering Agents Through Customer Sentiment Analysis



Device Replacement Powered by GADET+



Faster Ticket Resolution with Offline Code Generation



Self-help Through AI-based Recommendation Engine



Installation Support Made Easy Through AR



Self-help with Visual IVR for Resolving Network Connectivity



Unlock Accounts Through Mobile-based Multi-factor Authentication



Account Password Recovery Through AI-based Application



System Performance Issue Resolution Through Scheduled Optimization



Automated Disk Space Optimization Through Intelligent Self-healing



Seamless App-enabled Ticket and Incident Management



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



Intuitive Self-service Through Phone Deflection



Reduced Wait Time Through Scheduled Call Back



About Us





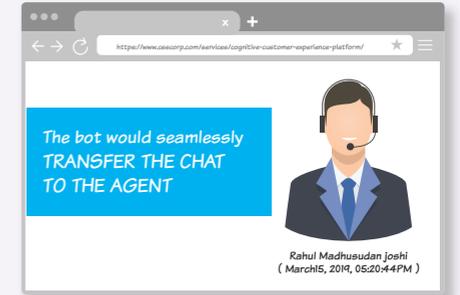
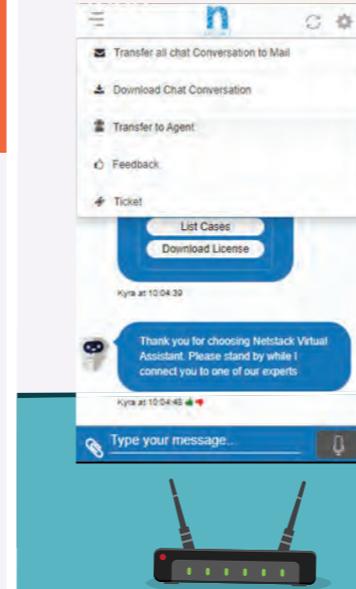
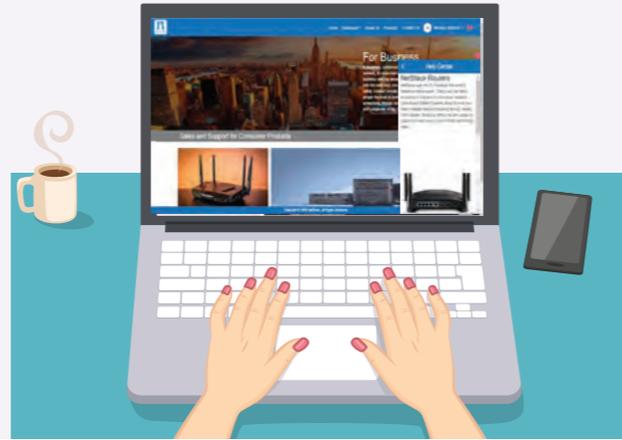
CUSTOMER AND TECHNICAL SUPPORT

OMNICHANNEL EXPERIENCES WITH VIRTUAL ASSISTANT



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.



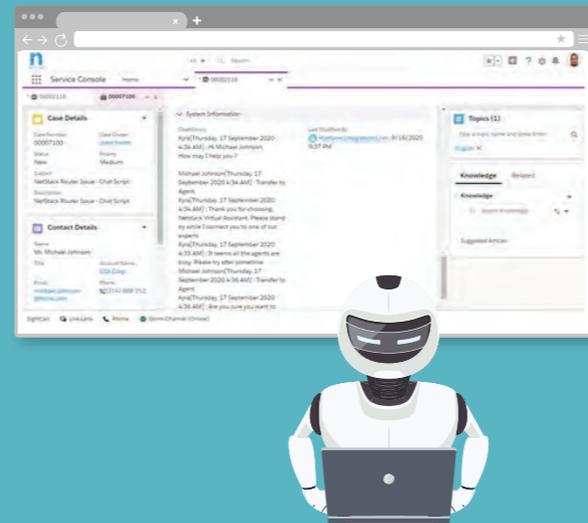
But Mary was not satisfied hence seeking more information, she continues to chat.

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

Alice, who is in her late 50s was trying to do a Skype call with her son in Sydney and found the Internet not working.



Alice immediately calls the support team and James picks up the call.



James listens to the issue and asks Alice to open the EUCS application and guides her to generate the voice assisted offline code.



Alice shares the offline code with James over the phone. James decodes it from his end and finds out that some services were down.



ISSUE FIXED

Alice happily completes the Skype call with her son on his birthday.



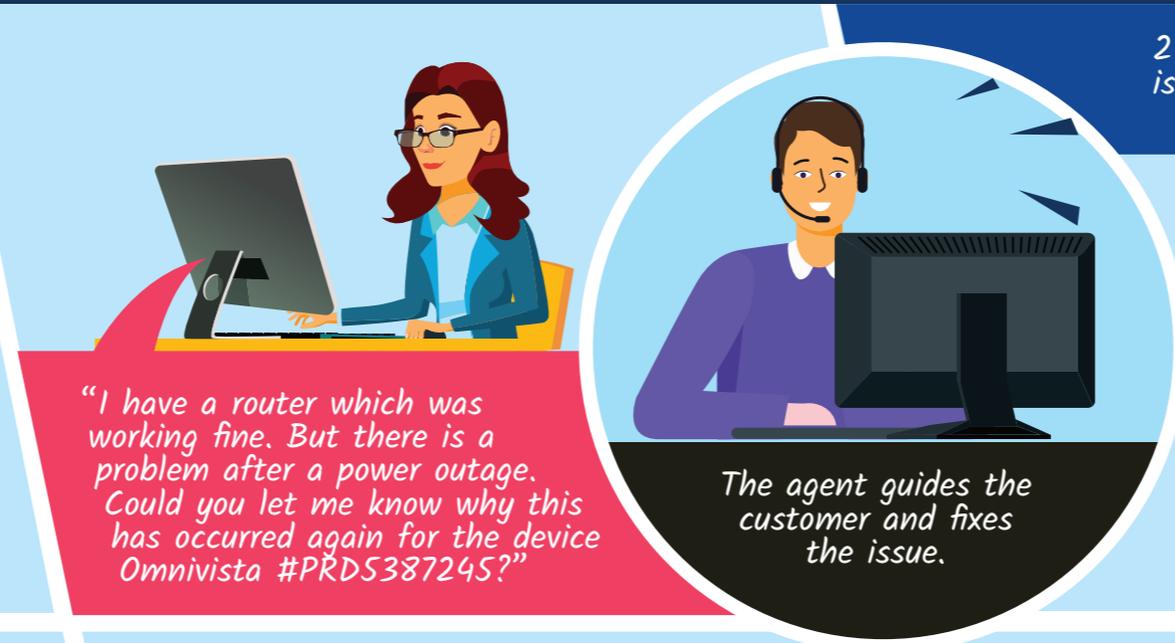
Be smart like Alice!



EMPOWERING AGENTS THROUGH CUSTOMER SENTIMENT ANALYSIS



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

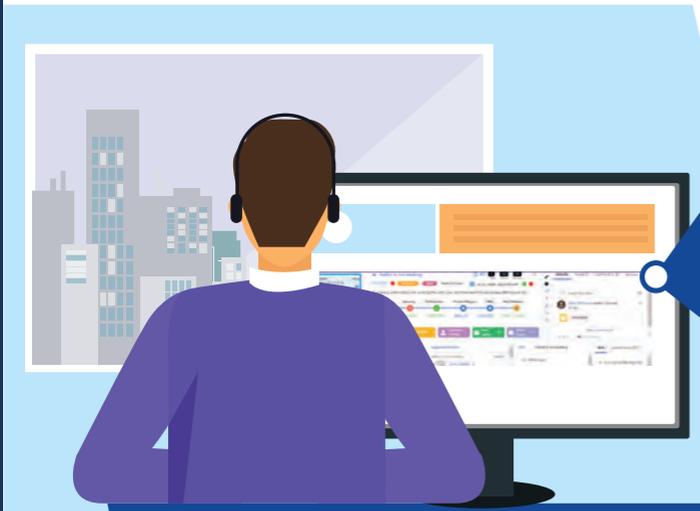


"I have a router which was working fine. But there is a problem after a power outage. Could you let me know why this has occurred again for the device Omnivista #PRDS387245?"

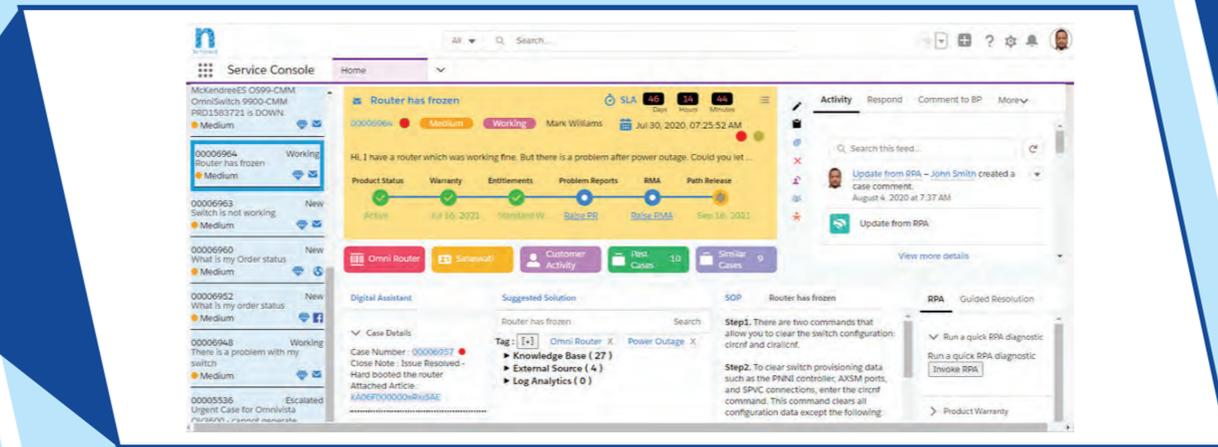
The agent guides the customer and fixes the issue.

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.

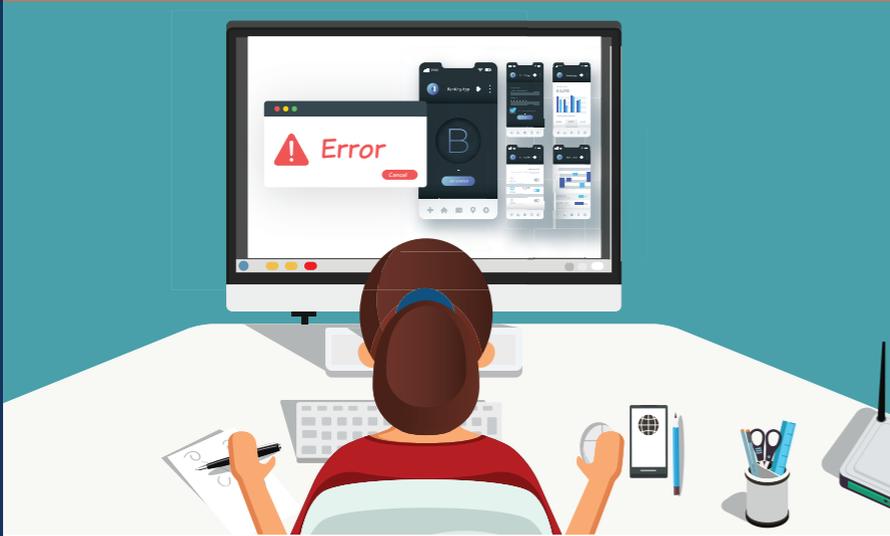


Be empowered like the agent.

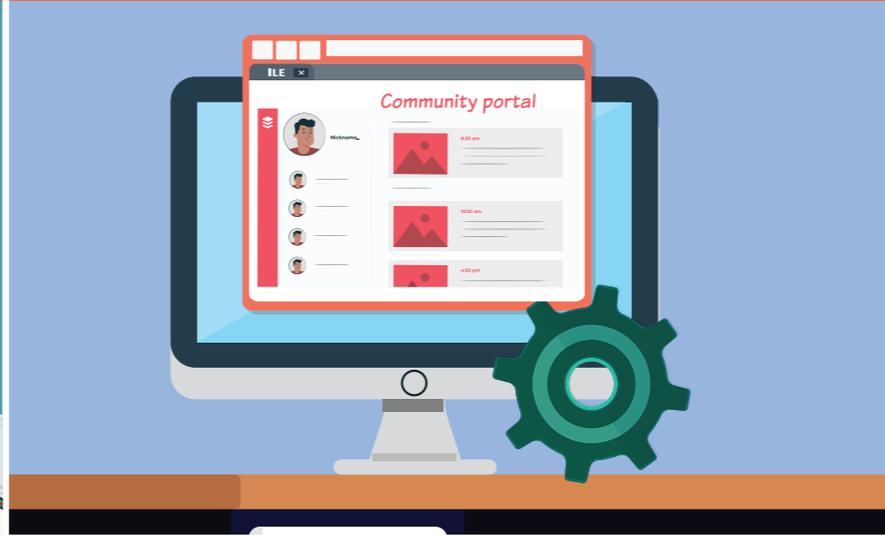
SELF-HELP THROUGH AI-BASED RECOMMENDATION ENGINE



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.



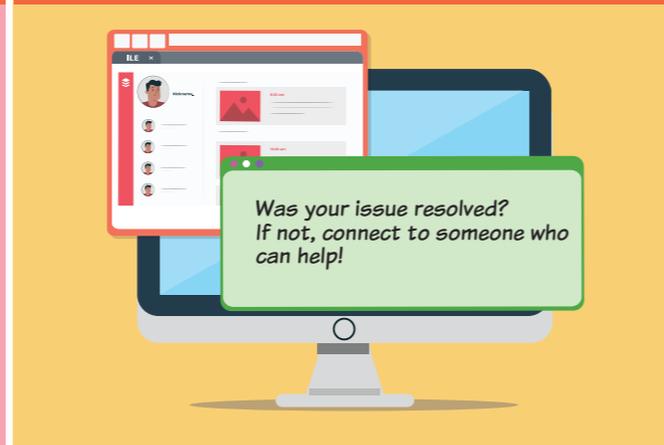
Searching for solutions, Vera is presented with 10 recommendations from the AI-based recommendation engine.



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



@adet
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.

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 @adet Victor could have faced

- Business Downtime
- Revenue Loss
- Customer Attrition

Now Victor relies on

to ensure easier and Quicker Resolution.

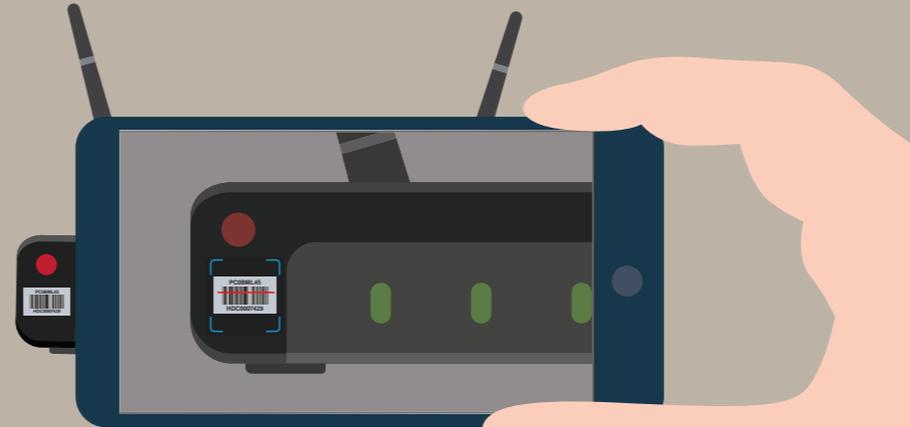
Be Like VICTOR!

DEVICE REPLACEMENT POWERED BY GADET+

He instantly downloads the GADET+ app.

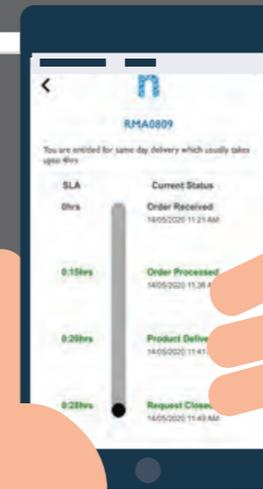


Frank buys a new WiFi router and finds out that it is not working.



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.

BE LIKE FRANK ▶



INSTALLATION SUPPORT MADE EASY THROUGH AR

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

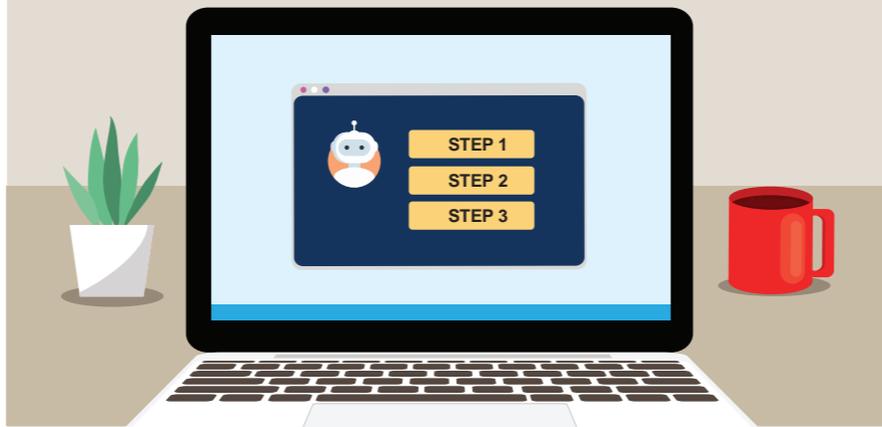


Linda points her phone camera to the router.

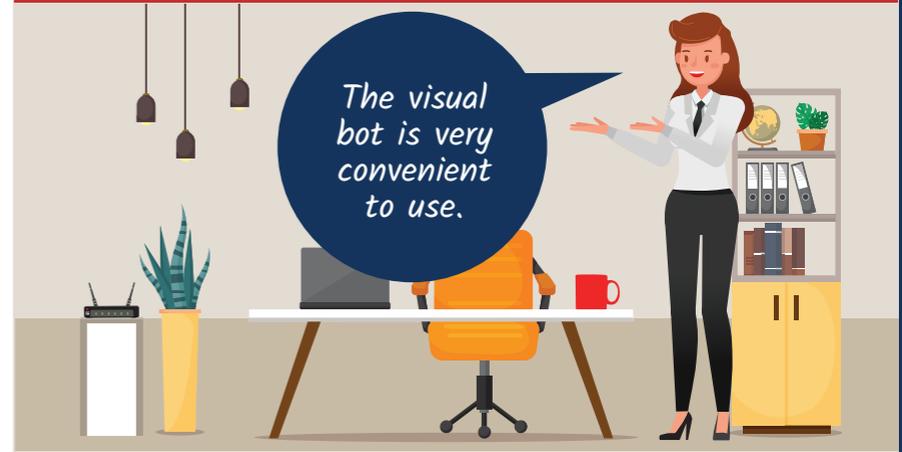
Visual bot screen representation (For illustration purpose only)



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.



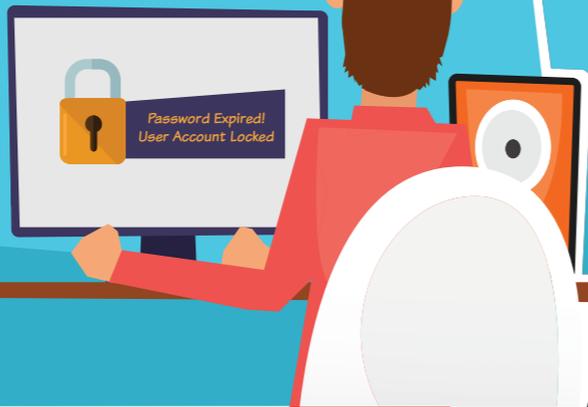
IMPACTOOONS

ENTERPRISE IT

UNLOCK ACCOUNTS THROUGH MOBILE-BASED MULTI-FACTOR AUTHENTICATION



John rejoins office after 2 months of medical leave and he realizes that his account is disabled.



His colleague suggests that he downloads the "Quick Reset" mobile app. for unlocking and resetting his account.



John downloads and opens the QUICK RESET app, and clicks on password reset.



He is really impressed by the way things have matured in his organization in the last couple of months.

In less than a minute, he unlocks his account and changes his password using Quick Reset MFA, and he is good to start his job.



BE ENABLED LIKE JOHN!



ACCOUNT PASSWORD RECOVERY THROUGH AI-BASED APPLICATION



Stephen, Sales Director of a pharmaceutical company, has an important meeting with a large client.

Minutes before the meeting he realizes that his account is locked; he turns pale.

Stephen wants his account to be unlocked before he projects his laptop screen for the meeting.



He can't call his IT team from the client's location as that would embarrass him further.

He realizes he has the QUICK RESET app. on his smartphone, so he quickly grabs his phone and unlocks his account immediately.

Stephen can now project his presentation and complete a successful sales pitch.

BE QUICK LIKE STEPHEN!

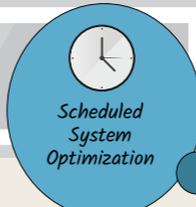
SYSTEM PERFORMANCE ISSUE RESOLUTION THROUGH SCHEDULED OPTIMIZATION



Mary, from the development team of an IT organization, faces frequent system performance issues as she uses multiple tools simultaneously for her software development work.



She calls the IT support engineer every time for assistance to clear her temporary files and other basic tasks to ensure better system performance.



One day, the IT Support engineer advises her to use a scheduled system optimization feature in EUCS – the end user computing solution recently adopted by her organization.



She schedules the system optimization task to run daily on her machine. This was simple and quick.

Mary soon realizes her system is performing much faster and she is able to work more productively.



Be smart like **Mary!**

AUTOMATED DISK SPACE OPTIMIZATION THROUGH INTELLIGENT SELF-HEALING



Jose, the HR Manager, is glued to his work during the time of yearly appraisal.

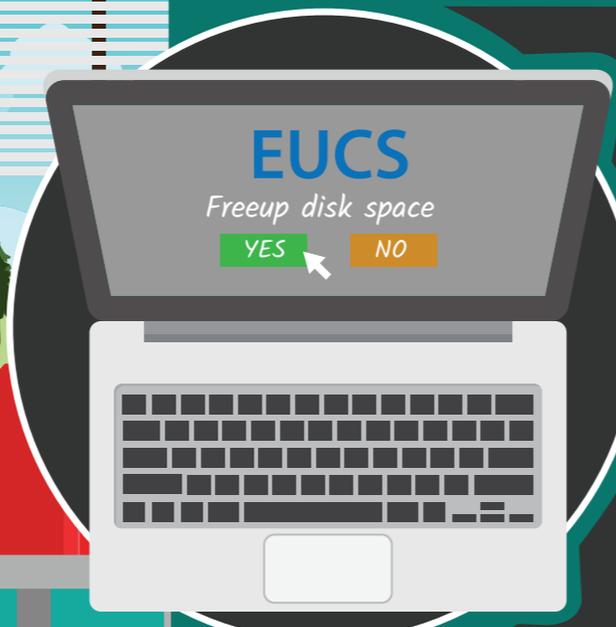


He gets an alert from the EUCS application stating "your C drive is almost full". The system warns him of data loss or unplanned reboot if the issue continues unresolved.

He gets worried and plans to give the laptop to the IT team.



But then to his surprise, a message pops up from the EUCS app. reading, 'Can we remove temporary files to free up your C drive? Say Yes or No'



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.

He didn't have to run through the long process of manually raising the ticket and getting help from the IT team to resolve the issue.



He was amazed with the self-heal capability.

BE CANNY LIKE
JOSE



SEAMLESS APP-ENABLED TICKET AND INCIDENT MANAGEMENT



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.

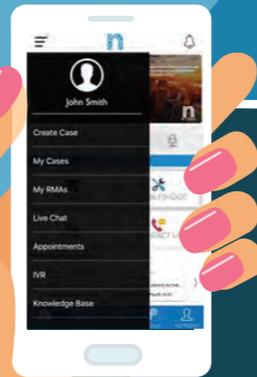


It was a lengthy process for her and she was thus quite unhappy.

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.

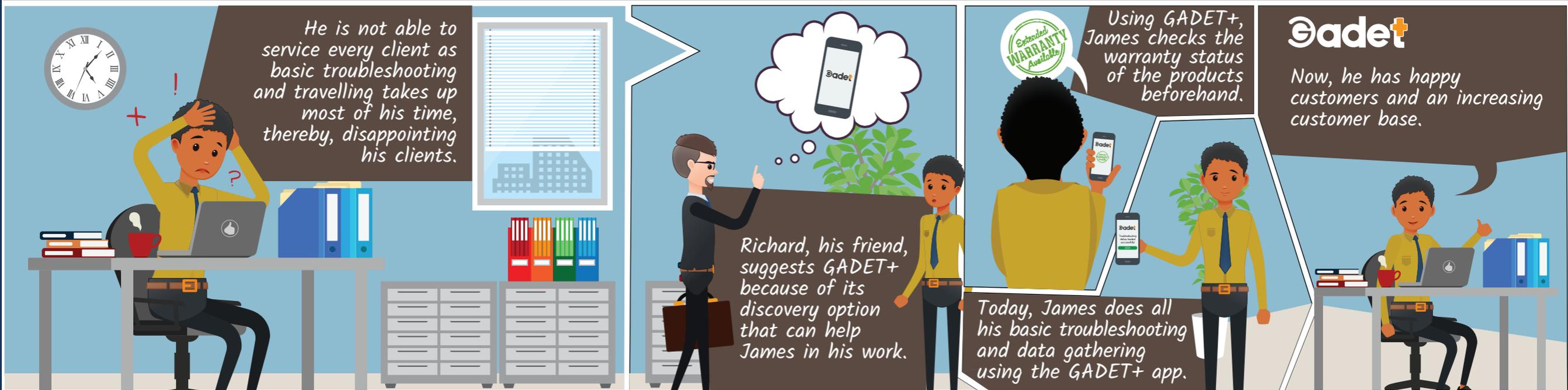
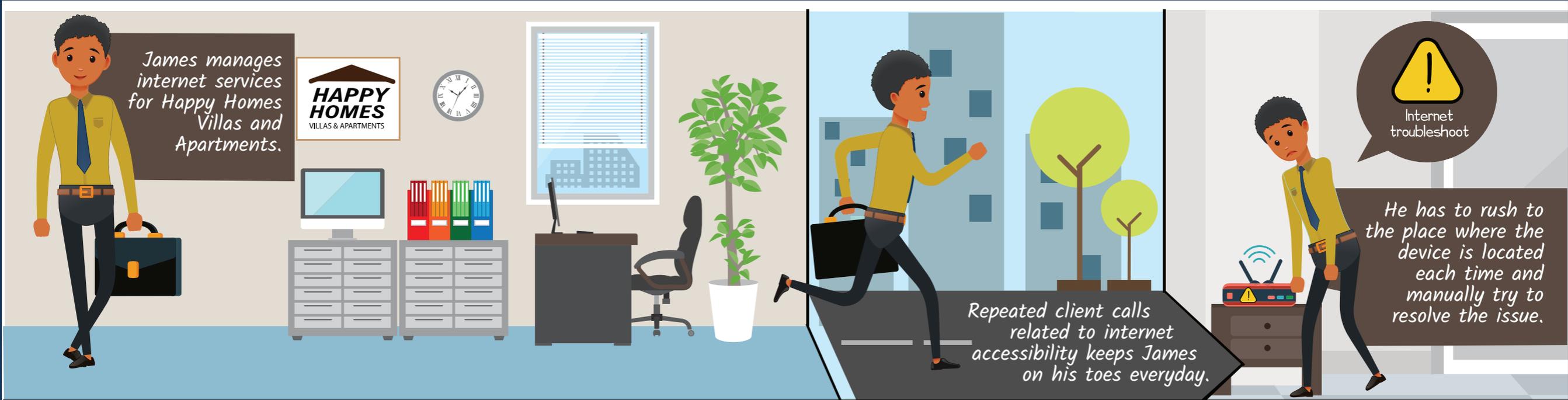


Gadet+



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



Patrick
(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 blueprint for campaign management will help faster provisioning and get your new campaign up & running in no time.

Audrey
(CSS Corp)

Patrick

But will it take care of my specialized requirements?

Of course! Our solution is completely customized to your requirements and is also compliant with regulatory standards like GDPR, PCI-DSS, ISO27001.

Audrey

3 weeks later...

Patrick

Wow, my campaign is already up & running. Its going great, thanks!

Our automated solutions are continuously monitoring and optimizing your capacity and resource utilization as well.

Audrey

Few months later...

Patrick

I saw on the news that XYZ company faced severe disruption and business downtime because of the recent hurricane. I am worried for my services now!

Don't worry, with our robust application-specific Cloud Disaster Recovery options, your business has near real-time failover assurance.

Audrey

6 months later...

Audrey

Hi, how is your campaign performing?

Great actually, we are getting significant incoming traffic and our sales pipeline has increased by 20%.

Patrick

Audrey

Great to hear that. Good luck on your campaign.

Thanks!

Patrick

OPTIMIZING CLOUD SPEND THROUGH AUTOMATION AND ADVANCED ANALYTICS



Angelina
(Client BU
Finance
Controller)

I am not sure how much ROI my BU is getting from the cloud investments we are making. Can you help?



Dave
(CSS Corp)

Yes absolutely, we monitor infrastructure utilization and provide you with a transparent view of your cloud costs. Based on your usage, we also rightly size the charge-back to the respective BUs.



Angelina

But I do hope my operations are compliant with regulatory mandates, since I don't want to pay out hefty penalties!



Dave

Of course, our services ensure that your cloud operations are compliant with regulatory mandates e.g. GDPR, PCI-DSS, ISO 27001. So you can have complete peace of mind.



Angelina

That sounds great, and can you help me optimize the costs as well?



Dave

Yes, we do continuous optimization of your cloud utilization powered by automation and advanced analytics, providing insights on managing costs, assets, and driving efficiencies.

3 weeks later



Dave

Hi, is your cloud spending on track now?



Angelina

Yes, thanks. Your services are helping us track our spending, thereby, improving our budgetary utilization by 30%.

CUSTOMIZED CAMPAIGN MANAGEMENT THROUGH A PREDEFINED TECH STACK



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

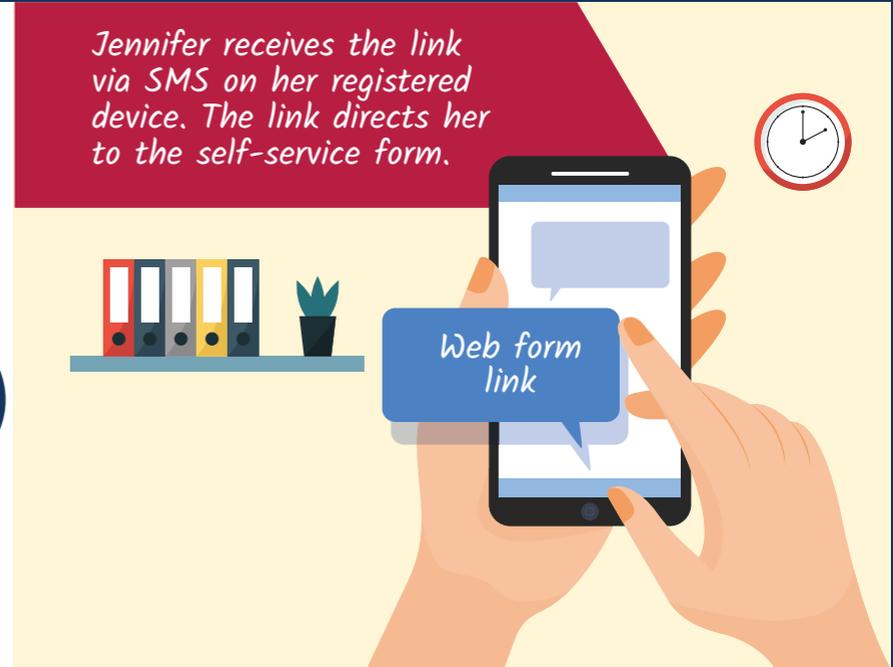
Jennifer has purchased a router. She wants to check her order status.



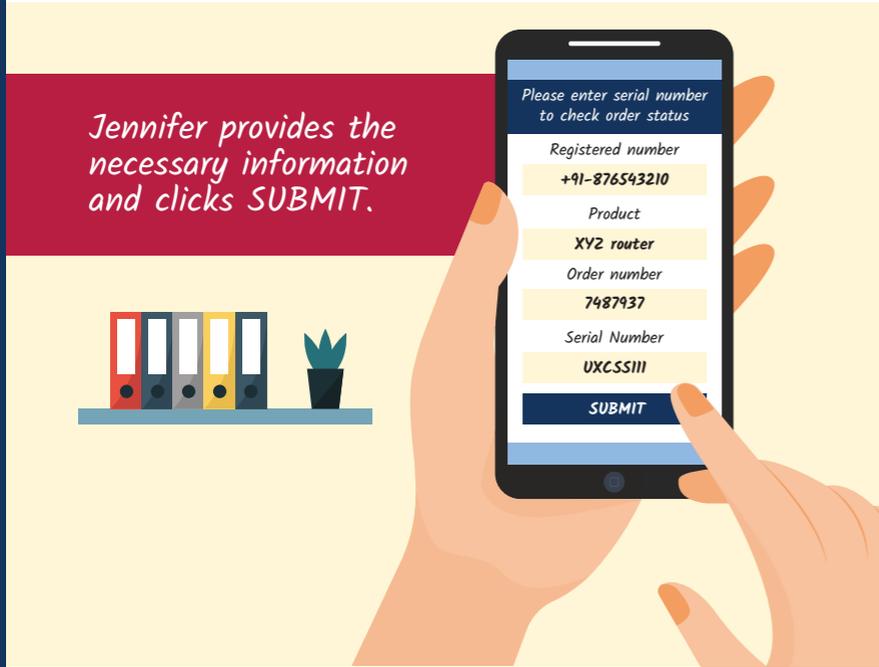
Jennifer calls up the customer support number and gets connected to the IVR where she chooses her preferred self-service option.



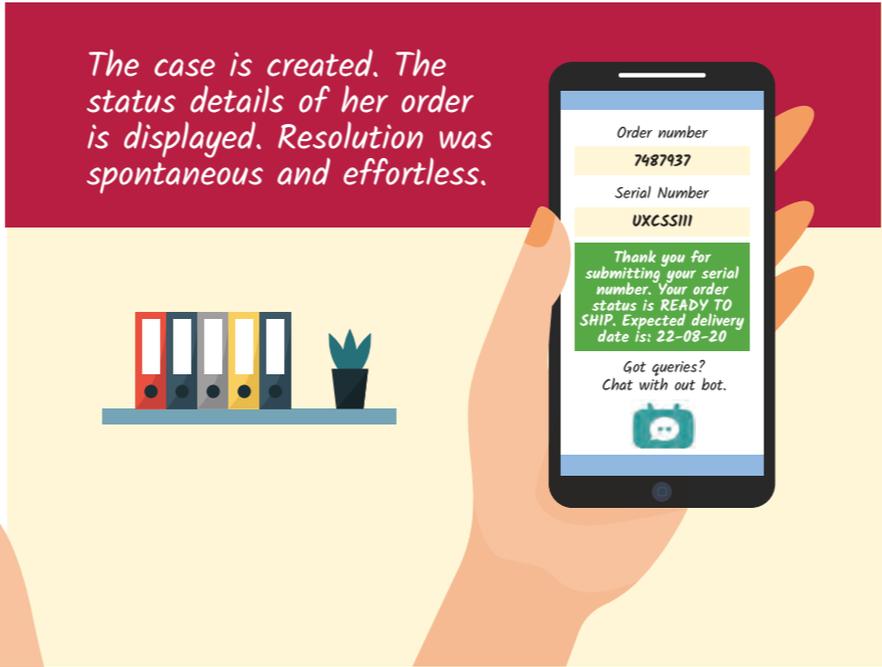
Jennifer receives the link via SMS on her registered device. The link directs her to the self-service form.



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.



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.

I need to buy a new product. Maybe there is an offer going on! Let me call and check.



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.

Hello Jane! Thank you for being our customer. We have offers on products which have been shared to your registered mobile number.



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



CALL BACK REQUEST

- Receive a call back ASAP
- Schedule a call for a later time

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

OR

CALL BACK REQUEST

- Receive a call back ASAP
- Schedule a call for a later time

Available Dates

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sep 6	Sep 7	Sep 8	Sep 9	Sep 10	Sep 11	Sep 12
Sep 13	Sep 14	Sep 15	Sep 16	Sep 17	Sep 18	Sep 19

Available Dates

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sep 6	Sep 7	Sep 8	Sep 9	Sep 10	Sep 11	Sep 12
Sep 13	Sep 14	Sep 15	Sep 16	Sep 17	Sep 18	Sep 19

Available Hours

12 AM	1 AM	2 AM	3 AM	4 AM	5 AM
6 AM	7 AM	8 AM	9 AM	10 AM	11 AM
12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
6 PM	7 PM	8 PM	9 PM	10 PM	11 PM

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!**