



VKY

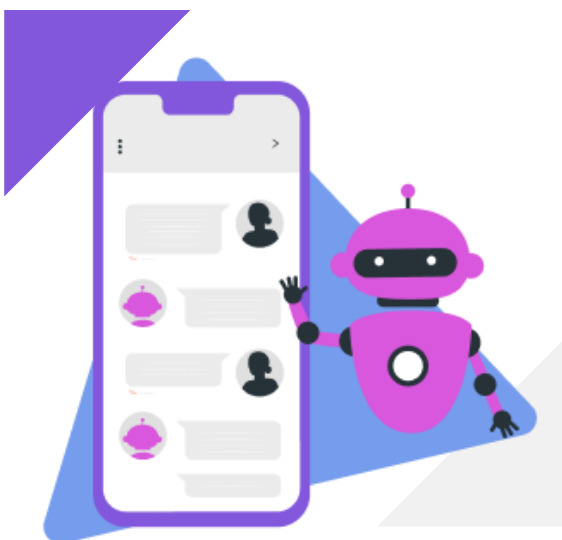
**POWER YOUR
CUSTOMER SERVICE
CHANNELS WITH AI**

Email Management

**Customers see a 33%
reduction in email
handling times**

**Why power email
with Generative AI?**

- Increase the number of customers you can serve in a day by reducing first contact to resolution times
- Empower agents to deliver more value by giving them a better understanding of the customer need



- Increase customer happiness scores with faster, more empathetic customer service
- Contain more volume to digital channels with auto-response templates

**Let's see how it
works.....**

INCHORA GROUP

GEORGE POTARIS,
OPERATIONS
DIRECTOR

"The VKY solution has enabled us to redeploy over a third of our service team into proactive roles that add more value to our customers"



How AI powered email triage works

- The AI solution reads emails and understands the reason a customer is contacting you, as well what their mood is
- The customers identify is then verified by AI
- Languages are translated by AI, as well as any colloquialisms or slang used in the communications a customer has sent
- AI then triages the enquiry to the right department with a suggested best next response for the agent based on the customers need and mood that has already been identified.

Integrated to your tech stack and highly controlled

Guardrails are programmed into the solution so AI can only work within the rules defined by your business, FAQ's and data sets



CONNECT WITH US

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