Telia ACE Roadshow 2023

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Strategy Officer
News in Telia ACE and the road ahead
Telia ACE - the number one Nordic contact center solution

Making conversations flow across all channels

— ACE for the agent experience
— ACE for the coach experience
— ACE for the digital experience
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Video  Social  SMS  Screen sharing  Calls  Work items & callbacks  Email  Web chats

Virtual agents  Chatbots  Live agents

Smart routing  Omni channel recording  Knowledge  Campaign

Statistics and insight  Coach and administration  Real time monitoring  Adapters and API:s
Telia ACE 26
Available now

Telia ACE 27
General Availability October 3:d
Super agents and operators
quality in every contact
Agent calls ~2-9 min
Operator calls ~20-40 s

ACE Interact is the tool for it
ACE Interact
In operator mode
I talked with the customer and I want to cancel the callback to her.
Manage callback records in ACE Interact

- View, edit, pause and close a callback record.
- Combine free text search with powerful filters to find the records you want.
Recording of interactions

- One tool capture all media and business data
- One tool to handle archived interactions for all media
- Recording features are integrated in graphical interfaces
- Search, listen or read
- Manage storage rules
- Complete access control
- Export of recorded media and interaction data
ACE Coach

I need to set which medias are to be recorded and stored.
Depending what the interaction is about I want to store it longer, shorter or not at all.
As an administrator I want to be able to control who sees what interactions in order to be compliant with regulations.

As a coach I need access to all interactions regarding Churn.

As a coach I want to be able to listen to recordings and read the chats made by my team members for the purpose of education and coaching.

As an agent I need access to those interactions I have participated in.
Access to recorded interactions

Tagged with task types (queues)

- Insurance
- Loans
- Complains
- Churn
- ...

External calls
Access to recorded interactions

- Tagged with task types (queues)
- Tagged with team
- External calls
- Tagged with team

My Contacts

My Team contacts

Teams I have access to
Let your agents start and stop recording freely to choose what part of the conversation should be recorded.

For example, document a business agreement by simply hitting the record button in ACE Interact at the right time.
Live call monitoring in ACE Coach

- for education and coaching

1. You need the access right
2. Find an agent
3. Enter your phonenumber
4. Set duration for call monitoring
5. Start the monitoring
Proactivity & Campaigns
Scenarios when to be proactive and contact the customer

- Welcome new customers and ensure they register correctly
- We want to find customers who have not been active for a long time
- We need to contact customers whose contracts will soon expire
ACE Coach

- Easily set up and manage outbound telephony campaigns.
- Overview of your campaigns
- Blend and prioritize campaigns
- Start, stop, limit and close campaigns
ACE Coach

- Work with smart dialer and preview campaigns
- Tailor the behavior of the smart dialer
- Number presentation for the campaign
- Agent skills
- Dial intermission
- Personal records
ACE Coach

What happened when we tried to reach the customer?
— Busy
— Successful conversation
— No answer
— Need another call
— Etc.

Tailor rules what will happen next:
— Retry later
— Try another number
— Change priority
— Archive
— Etc.

Search and edit campaign records - one by one or in bulk
Road map ACE Coach:

More campaign features planned for Q1 2024!
When do customers call outside our opening hours?

How many scheduled callbacks do we call before the appointed time?

Where in the voice response does the customer hang up, but they shouldn't?

What types of conversations take the longest time to handle?
News in ACE Business Intelligence

- A new dashboard and more stats for the task type sheet
- IVR Measuring points
- More data on callback appointments e.g. callbacks ahead of schedule
- Errand log statistics
News in ACE Business Intelligence

— Stats are presented in many new sheets
— Quick overview of incoming IVR calls.
— Team statistics
— Drill down into system wide contacts by time, type, entrance, access number and more
— Agent time logged into different services
**ACE Virtual Agent**

- Calls, social and web chats
- Powered by Google Dialog Flow with Generative AI
- Augmented by ACE Knowledge
- Handover to live agents
- Handover to 3rd party remote agents

**ACE Chatbot**

- Web chats
- Powered by GPT (Roadmap) or trained dialog design
- Augmented by ACE Knowledge
- Handover to live agents
- Handover to 3rd party remote agents
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