

Streamlining Customer Service for Enhanced User Satisfaction



Business Challenges

The client faced the challenge of providing seamless customer service and quick resolution of user issues through their online portal. The existing system was inefficient in addressing user queries, leading to dissatisfaction and delayed responses. An integrated solution was needed to offer immediate assistance, suggest relevant knowledge-based articles, and connect users with live agents when necessary.



Solution

To address these issues, we implemented a comprehensive integration of Power Pages Portal, Power Virtual Agent, and Customer Service Omnichannel. The process included the following steps:



Power Virtual Agent Development & Integration with Power Pages Portal

Created a Power Virtual Agent to assist users in resolving their issues within the portal site.



Omnichannel Configuration

Configured the Omnichannel for the specific environment and installed necessary channels to facilitate the chatbot integration.



Customer Service Workspace Integration

- Added a chat channel and a workstream in the Customer Service Workspace.
- Integrated the previously created chatbot into the workstream.





Chat Widget Implementation

- Obtained a chat widget script code from the Omnichannel workstream.
- Incorporated the script into the Power Pages Portal.



Knowledge-Based Article Suggestions

The chatbot initially suggests relevant knowledge-based articles to users based on their queries.



Live Agent Connection

- If users are not satisfied with the suggested articles, the chatbot prompts them to connect with an Omnichannel live agent.
- Transfers the call to an agent within the Omnichannel if users opt to connect.

Conclusion

The integration of Power Pages Portal, Power Virtual Agent, and Customer Service Omnichannel resulted in a significant improvement in our customer service process. Users now receive immediate assistance and relevant knowledge-based articles. The seamless connection to live agents has enhanced user satisfaction, while the option to register a case ensures unresolved issues are adequately addressed. This comprehensive solution has streamlined our customer service operations, providing a more efficient and effective user experience.

