CareAssist

Empowering agents to learn, assist and contribute to a better customer service experience

Intelligent Care Agent Platform

What if you could train and retain agents by getting them effective faster? Could you use agents to enable self-service and future article topic creation? How can Artificial Intelligence improve resolution rates and drive higher NPS scores?

DeviceBits has built an integrated platform to engineer your existing knowledge repositories, frictionlessly empowering your agents. By suggesting topics, articles and known paths to agents they can provide the best customer service possible without the manual curation or management of knowledge articles.

DeviceBits repositories provide simple text based responses while also giving agents an interactive experience to assist customers in resolving the most complex queries. All the while, learning how the articles are being used, rating effectiveness and refactoring future queries to reduce handle times, increase first call resolution and enable future automated responses in the dozens of BOT products available in the market.

Composer

Notify and empower your teams to author critical articles on demand through a lightweight non-programmatic web interface.

AI Powered

Enable agents to intelligently match customers questions to known resolutions through scoring models around article effectiveness and intent based lookup.

BOT-Ready

Maximize your existing digital support solutions by automating or co-piloting agent responses by leveraging scored and structured paths within your knowledge repositories.

Training

By using the same interface, develop engaging and interactive curriculums for onboarding and continuing agent education.

DeviceBits Footprints provides an industry first, tracked 360˚ view of the customer experience for users transitioning from self-serve (Academy) to agent assisted (CareAssist). Learn how to empower agents with more information and leave a customer feeling you value their time and loyalty.

About DeviceBits

DeviceBits delivers any service provider, application developer, telecommunications company, consumer electronics manufacturer and Internet of Things (IoT) provider a software platform to enable consumer self-service destinations across all digital channels. Our Mission is to change how customers buy and receive support for consumer electronics through AI and machine learning leveraging the vast amount of data available in their knowledge based systems and online. With this approach, we can predict consumer behavior and adapt the customer service destinations.

> *DeviceBits has enabled us to create an industry-first in-store experience for potential customers shopping for a new device. This program has reduced our return rates on devices and automated our new-customer onboarding program."*
>
> *- Tier 1 Device Manufacturer*

Intelligent Customer Service Platform

Future proof your customer service with an increasingly intelligent agent assisted and self-service platform.

Academy

Frictionless deployment enabling customers to self-service with a predictive, interactive experience.
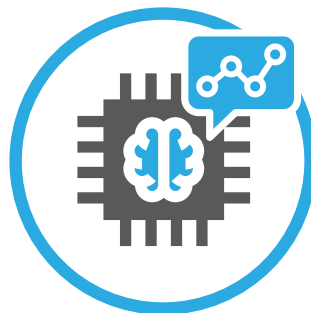
COMPOSER

AI POWERED

ANALYTICS

SELF-SERVICE

SupportPredict

Gain valuable insights by connecting the power of artificial intelligence, machine learning and predictive customer journeys.

CareAssist

Empower agents with an extensible knowledge portal providing predictive and guided paths that lead to higher customer service ratings.

BOT READY

TRAINING

AI POWERED

COMPOSER

DeviceBits