SupportPredict

Powerful AI platform guiding customer interactions through intelligent self help and agent assisted interfaces

Intelligent Decision Support Platform

What if you had knowledge about your customers that allowed you to make better decisions around customer service, logistical strategies, and product roadmaps? What if you could provide an online and improved agent experience to ensure more successful outcomes? What if you could automate a portion of your service requests with intent matching to known resolutions via BOTs or Intelligence Augmentation (IA)?

Support Predict is an out-of-the-box AI platform leveraging real user behaviors in a cross-channel collection engine containing more than 100 million user behaviors and feedback. Applying artificial intelligence (AI), machine learning algorithms, and predictive analytics, Support Predict enables your organization to make measureable decisions.

Providing immediate, data-driven experiences is just the beginning. You can further improve the quality of experience for this new approach by integrating your own data assets such as CRM, billing, knowledge repositories, warranty exchange, and more.

Actionable Insights

Continually optimize the digital experience to match intent with resolution using Search, Question and Answer, and Feedback accelerating service interactions.

Guided Customer Journeys

Connecting and profiling customer service queries through related concepts, trending articles, and suggested paths.

Integrations

Leverage open APIs to integrate to existing customer management software combining the knowledge repositories and gaining a comprehensive view of your customer.

Scoring & Ratings

Quantify and improve the effectiveness of your knowledge engineering linked to the user session which enhances the customer service journey.

Net Promoter Score(NPS) is a well understood corporate metric identifying your customers as Detractors, Passives, and Promoters. DeviceBits' predictive NPS trajectory modeling informs companies of unhappy, vulnerable, and loyal customers. Using this prediction, DeviceBits will create positive interventions that move your customers up the NPS scale.

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

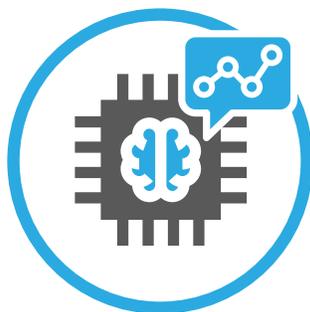Frictionless deployment enabling customers to self-service with a predictive, interactive experience.

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.com | info@devicebits.com

DeviceBits