Omnichannel intelligence 24x7

Running Sainapse® with PACE
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Sainapse delivers sub-second first time right resolution creating opportunity for B2B customer support make the next gen transition. PACE helps define and deliver this transition within weeks.

PACE, our approach to Sainapse implementation, is designed to ensure
• Ease of transition
• Speed to impact and
• Lay foundation for continual improvement

With its tools and accelerators PACE guides implementation team through successful implementation of Sainapse delivering on target impact. PACE delivers
• Seamless integration with existing system landscape and workflows
• Identification and addition of high impact new knowledge elements and remediation
• Painless cut over

Processes to track performance and push continual improvement.

PACE leverages extensibility features of Sainapse to establish base for scaling across geo’s, languages, product groups and divisions.
Prepare—Installing framework

B2B customer support struggles with increasingly complex landscapes, language fragmented engagement channels and disparate knowledge sources coupled with poor quality of data.

AI implementation in B2B customer support therefore needs to cut through these challenges and deliver impact within weeks.

PACE is defined by core objective of delivering omnichannel first time right recommendation and remediation at quickest possible time. PACE phases and steps are drawn from this singular objective.

Sainapse implementation starts with confirming target data store(s) and identifying integration needs across engagement channels, data stores, sources of knowledge, and downstream remedial systems. Target data types, especially those coming as attachments are also identified.

Key next step is to ascertain existing data quality and identifying smart actions that could bridge much of these gaps and deliver high accuracy results from Day 0. PACE tools and guides enable enterprises realize these smart results quickly.

Prepare phase then needs identification and building out of custom objects needed to make Sainapse fit into target process and system landscape.
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Act: Going live

Going live with Sainapse in Customer Support is like switching on to cruise control on highway. While impact from Sainapse pays for this transition many times over it doesn’t risk deterioration of existing service levels even for a day.

PACE ases Sainapse into enterprise’ existing landscape and processes without a hitch.

Ensuring availability of Sainapse infrastructure with appropriate security, privacy and access credentials is key first step in this phase of implementation. Configurations created in Prepare phase then needs to be tested out with appropriate relevant transaction, knowledge and remediation data to secure a ‘go’. It’s important that results of smart actions taken to fulfill knowledge gaps are made available. All extensions built using Sainapse Edge Service must also be ready and made available for go-live.

PACE details out multiple process steps and checklists for implementation team and ensures readiness with compliance.

Sainapse cognitive engine is then trained and validated for one last time.

We recommend a period of parallel run during which existing process runs alongside Sainapse recommendations, remediations and theme discovery.

Parallel run allows for process and knowledge input adjustments as well as configurations tuning to maximize impact.

On go-live we onboard your operations to BayesUP, Bayestree support system.

Sainapse is fastest to impact and delivers high accuracy customer support from Day 0.
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Climb: 90 days to ~90%

Machine learning recommendations and searches improve dramatically with increasing quanta of data. Killer impact of Sainapse – instant action resolution of raised requests, consistency of experience across channels and significant reduction in support costs – are realized as Sainapse processes picks up transaction volume.

Period of impact climb follows after go-live. PACE processes and checklists detail out possible actions that create an intensive push towards improving Sainapse recommendation / resolution accuracy and effectiveness.

Processes / checklists such as
• Adding knowledge sources
• Substitution logic to speed up learning of context specific terminologies
• Identifying scripting and workflow opportunities for quicker actions
• Adjusting rendering methods – for example global page rank vis-a-vis page rank within a document.

Are used by Bayestree team.

Bayestree’s Customer Success consultant works closely with implementation team through the Climb.

All through Climb phase we track Sainapse accuracy performance and audit trails to ensure stability of implementation and move
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Enhance: Run and continual improvement

High bar of impact achieved through earlier phases of implementation now needs to be protected as volume grows, people churn, customers’ asks shift and new workflows get added. PACE checklists and Sainapser run time dashboards enable enterprises monitor performance and leverage Bayestree support via BayesUP.

As businesses evolve it becomes imperative to take stock of ‘knowledge’ that has lost its significance and remediations that’s gone past its use-by date. In addition enterprises keep acquiring and divesting businesses changing business language mix and abbreviation landscape.

Instituionalized continual improvement steps are central to success and stickiness of enterprise AI applications. PACE helps set up this function with defined markers, steps and recommended frequency of actions ensuring continual improvement in cycle time and accuracy.

Sainapse’s insights and theme discovery capabilities help spot emerging issues before they reach critical values and unearth gaps in enterprise knowledge and workflows.

Theme discovery based next step actions lie at core of PACE Enhance.

Enhance phase delivers ‘Run Book’ that’s tailored for target scope and Sainapse care team.

BayesUP then works with your internal care team and keeps Sainapse instance updated delivering

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Summary

Sainapse makes it possible to transition to next gen. Customer Support with omnichannel experience of instant first-time-right response resolution despite complexity of process, systems and languages.

PACE approach of implementation with industry beating Sainapse capabilities makes this transition structured, measurable and high impact within weeks.

Ask Sainapse how to
- Drop solution time dramatically – even by >80%
- Bring service ops cost down like no
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