SupportPredict
SELF SERVICE
Fast, friction-free CX on your customer's terms

Put the customer in control with digital support that does the work for them. **SupportPredict Self Service uses AI-powered, turn-by-turn guidance to resolve complex issues accurately and make quick questions even quicker.**

Well, hello there!

Every Self Service interaction is an astoundingly personalized customer experience. With intuitive capabilities like intent-based search and related-concept mapping, it's almost as if Self Service knows your customer personally. Self Service enables customers to tap into the answers they need from the SupportPredict knowledgebase through search, voice, or Bots. Content is delivered in four consumable formats to accommodate every learning style.

- Adaptive FAQs
- Interactive Guides
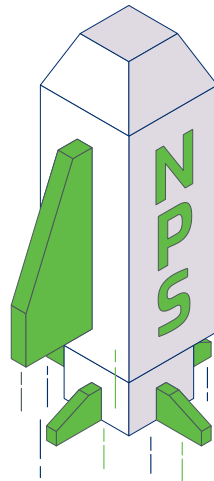- Videos
- Tutorials

Even better with Bots.

Digital-first customers are all about maximizing convenience and speed. That's where Bots automation comes in. Adding SupportPredict Bots to your Self Service offering puts **intuitive, conversational CX** at your customer's fingertips.
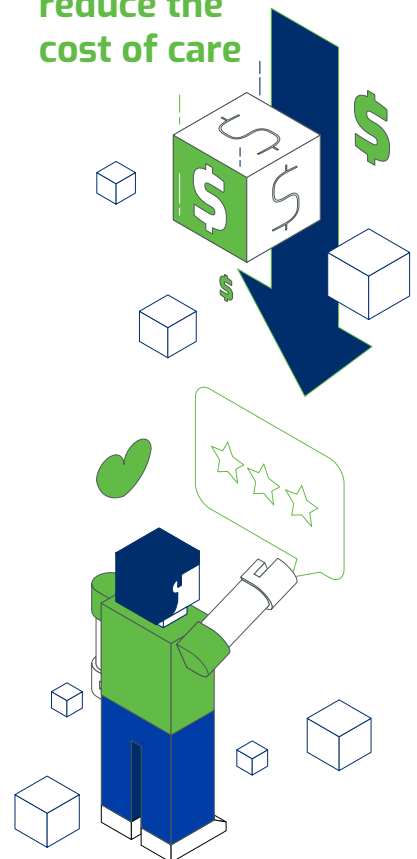
Bots are built to lead customers and agents alike to the right knowledgebase content so customers can get the answers they need and be on their way. **AI-powered scoring and filtering capabilities allow Bots to zero in on the information with the greatest probability to resolve the customer need.**

And, Bots make it easy for customers to transition from Self Service to live agent support.

Speed and accuracy that **boost NPS**
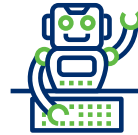
Digital containment to **reduce the cost of care**

Reliable support that helps your brand **earn customer loyalty**

Need a human? Bots have your back.

SupportPredict SELFSERVICE

SupportPredict BOTS

SupportPredict AGENTAI

Self Service
Customer-driven knowledgebase navigation

Bots Self Service automation
Option to transition to agent support

Live Agent with Agent AI
Instant view of customer/ Bots interaction history

AI, meet HI.

Sure, SupportPredict is a sophisticated AI-based platform developed by customer experience experts for customer experience operations, but the game-changer of it is a combination of artificial and human intelligence that makes it smarter with every interaction. SupportPredict uses machine learning and customer journey insights for continuous refinement, and its detailed analytics deliver actionable insights to what your customers want. That's AI-HI teamwork making the dream work!

SupportPredict
Build a Better CX.