



# SupportPredict

Reimagine CX with a fully integrated,  
highly enabled digital experience platform.

## SupportPredict Transforms the Cost of CX:

- 85% average digital containment
- \$450,000 per month average savings with SupportPredict Self Service
- \$60,000 per month savings in customer engagement costs with SupportPredict Bots

## It's like a digitally transformed contact center in a box.

Advance your enterprise to the new era of customer experience management with a self-learning, fully integrated platform for digital and agent-assisted CX.

### What's in the box?

The SupportPredict knowledgebase, a constantly expanding, industry-spanning content repository.

SupportPredict enterprise solutions by ResultsCX include everything you need to power reputation-building customer experiences. It's a complete, managed platform delivered and maintained according to your business goals.



#### Total Platform Management:



Deployment and Training



Integration Management



Knowledgebase Maintenance



Analytics and Optimization



Automation Process Monitoring



Collaborative Business Reviews



Performance Insights Reporting





# What makes SupportPredict Better for Your Brand?

## Purpose-built CX

SupportPredict was developed by customer experience experts with the central goal of resolving customer needs quickly and accurately.

## Continuous refinement

When we say it gets smarter with every interaction, we mean it. Self learning is deep in the DNA of SupportPredict.

Using SupportPredict analytics for one of the largest U.S. cable and internet brands, ResultsCX implemented process improvements that reduced customer engagement time by

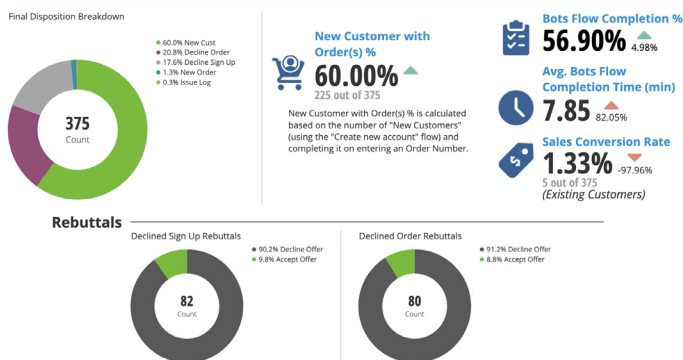
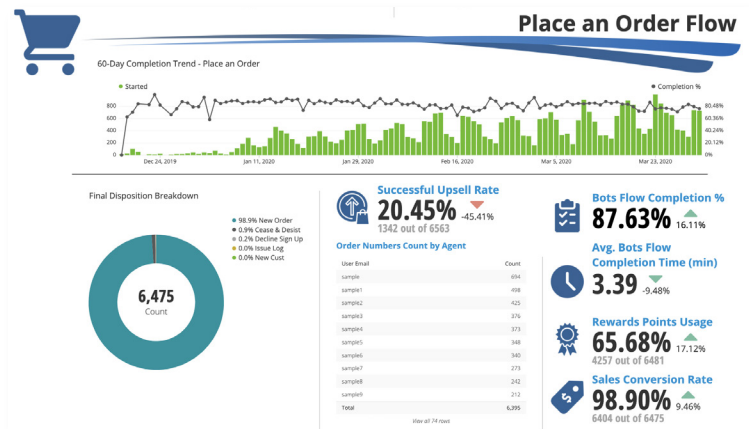
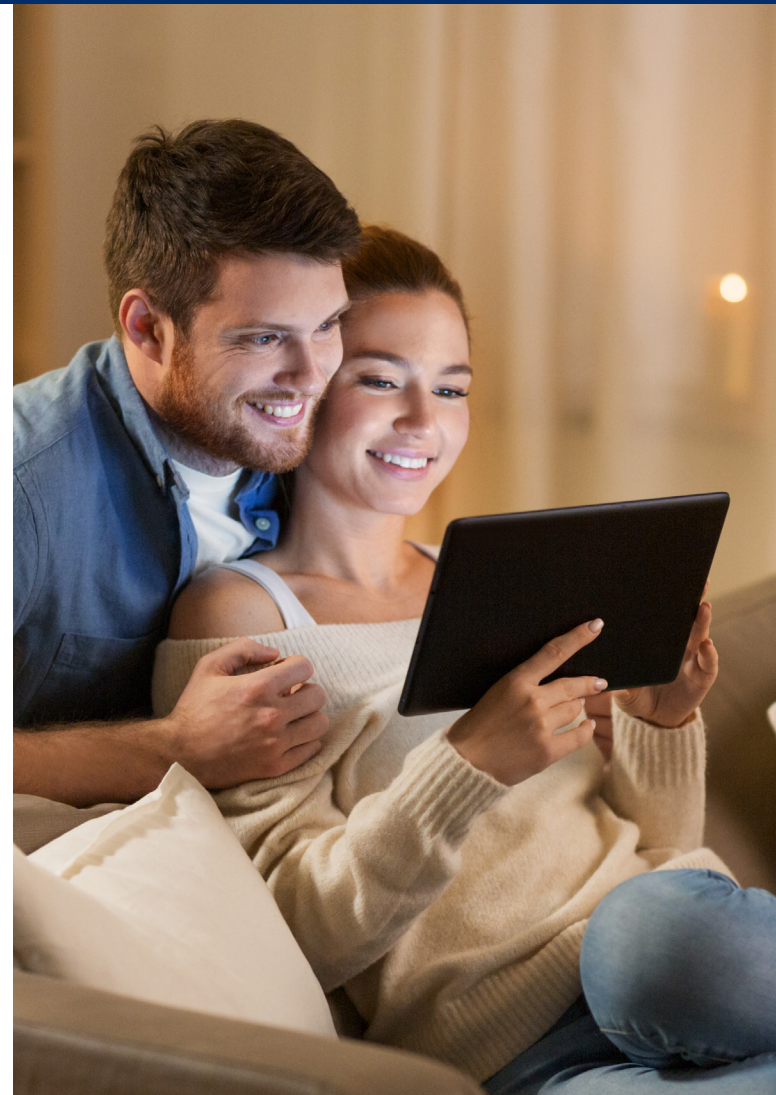
23%

SupportPredict crunches cross-channel data to score every customer encounter. But that's not all. Self Service and Agent AI user scoring functionality add human intelligence to the content refinement model.

Continuous AI+HI monitoring and analysis equips your SupportPredict account team to create a better customer experience. The results are real, measurable benefits to your bottom line.

## Unequaled interaction views

SupportPredict captures turn-by-turn customer journey data and clocks performance metrics in near real-time. Performance Insights reporting includes dashboard views and actionable breakdowns of user behaviors, content efficacy, and performance data.





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.

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
- Troubleshooting Guides
- Interactive Tutorials
- Videos



speed and accuracy  
**Boost NPS**



digital containment  
**Reduce the Cost of Care**



reliable support  
**Earn Customer Loyalty**





### Transformational agent empowerment

Reputation-making agent care starts with outstanding people, but even the best talent can't meet today's customer expectations using yesterday's technology. Equip your outstanding agents with SupportPredict Agent AI, the extensible desktop tool that puts knowledge at their fingertips.

It's no secret that customers judge brands based on customer experience. CX has become the leading factor in both buying decisions and customer loyalty in virtually every industry vertical. Now is no time to settle for status quo performance.

With Agent AI, you can raise your performance targets instead. Built on the SupportPredict platform and self-learning knowledgebase, Agent AI guides agents effortlessly to resolution and puts the information they need in front of them when they need it.

- Automated support paths
- Proactive dialogue prompts
- Knowledge delivery dashboard
  - Employee-specific content push
  - Intuitive search and Bots-guided discovery
  - Intraday bulletins
  - Dynamic FAQs
  - Recent and favorite content

Agent AI's call-flow guidance reduces handle times, improves first-call resolution, and preempts follow-up calls. Agents equipped with Agent AI reach proficiency faster and report higher employee satisfaction.



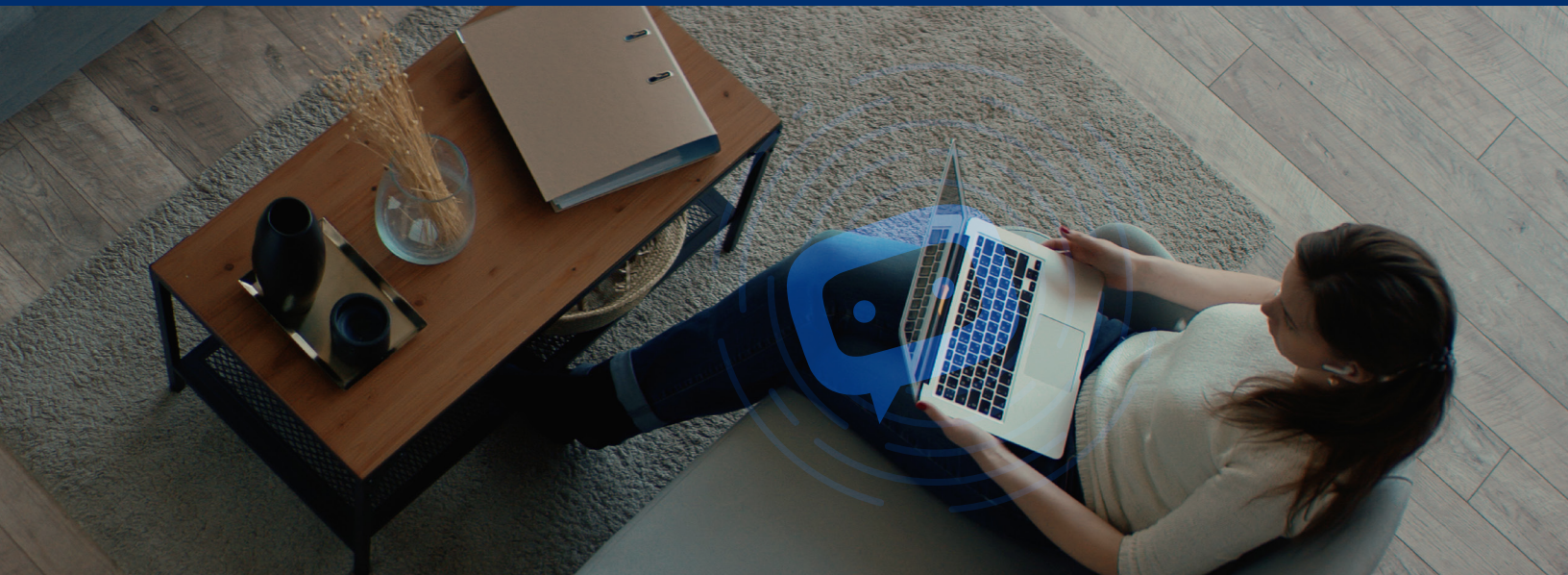
expedited speed to proficiency  
**Improve CSAT Scores**



lower handle times  
**Reduce the Cost of Care**



job empowerment  
**Increase Employee Retention**



Digital-first customers are all about maximizing convenience and speed. That's where Bots and automation come in. SupportPredict Bots turbo-charge Self Service and Agent AI with conversational guidance and on-the-fly content surfacing.

Bots use natural language understanding (NLU) and automated call flow paths to get customers straight to the resolution they need so they can be on their way.

AI-powered scoring and machine learning 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 chat and social channels to live agent support.

**Need a human? Bots have your back.**



Self Service  
**Customer-driven  
knowledgebase navigation**



Bots Automation  
**Option to transition  
to agent support**



Live Agent with Agent AI  
**Instant view of  
interaction history**

# SupportPredict

## Build a Better CX.

SupportPredict AI-powered enterprise software solutions transform customer loyalty.

Contact us today to start designing your better CX.

800-201-7751 | [BetterCX@results-cx.com](mailto:BetterCX@results-cx.com) | [results-cx.com/contact](https://results-cx.com/contact)



ResultsCX