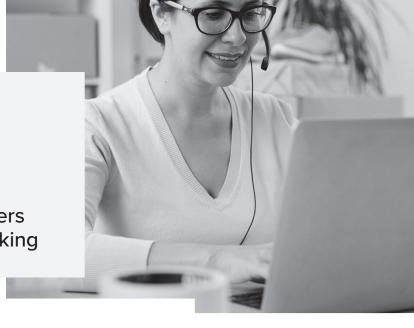# CONVERSATIONAL AI FOR YOUR REMOTE WORKFORCE

Empower your employees to get answers fast, no matter where they may be working

Many businesses have been forced to adopt a global work-from-home strategy almost overnight. With that comes the enormous pressure for HR and IT departments to respond to surges in requests for support.

CSG Conversational AI can rapidly reduce the strain on these departments. Using our HR and IT accelerator, a virtual assistant can quickly give employees peace of mind through a flexible, easy-access channel with instant answers to many of the common questions they have around work. The solution is tailored to your specific company policies and integrated with your back-end systems.

HELP EMPLOYEES HELP THEMSELVES

Our business-focused, artificially intelligent virtual assistant allows your organization to rapidly deploy automated HR and IT support to employees working remotely.

RELIEVE PRESSURE ON SUPPORT AND HELP DESKS

Designed specifically to help organizations field the influx of requests and inquiries from their employees, CSG Conversational AI removes the pressure on HR and IT departments by allowing staff to easily find answers to a wide range of issues. Workers simply ask the virtual assistant what they want to know—setting up a hotspot, cancelling approved leave or finding out if bonuses will still be paid—and receive a fast, consistent response.

QUICKLY DELIVER THE ANSWERS EMPLOYEES NEED

The accelerator pre-loads a wide variety of HR and IT dialogues with information that can be quickly adapted to suit specific requirements. This information comes from the knowledgebase or is reused dynamically by existing data sources.

BE AVAILABLE ACROSS CHANNELS

Employees can access the virtual assistant in various channels. CSG Conversational AI comes as standard for web chat, IVR and Microsoft Teams, but many other integrations are also possible and easy.

ENGAGE IN CONVERSATIONS

CSG Conversational AI talks to employees in a natural, friendly and personalized way. It's contextually aware of the conversation and can handle follow-up questions, interruptions or task switching with ease.

CSGI.COM

RELIEF NOW, AGILE SUPPORT FOR THE LONG TERM

The COVID-19 pandemic is making companies reassess how they manage HR and IT department workloads. But even when the current crisis has passed, it'll be important to keep those teams focused on what they do best.

CSG Conversational AI will continue learning and integrating with your back-end systems, providing even more agile support throughout your organization.

FEATURES AND BENEFITS

→ **Use a broad spectrum of content out-of-the-box**—We've pre-loaded the most common HR and IT support content so you can start answering prompts related to HR policies, health, equipment requests and more

→ **Use any existing channel to connect**— Use your virtual assistant to connect with employees over web chat, IVR, SMS and Microsoft Teams, or tap into our range of connectors to quickly and easily add new channels

→ **Easily customize pre-scripted answers**— Modify pre-scripted answers to suit your organization's culture and tone, and ensure that answers reflect your company's own policies

→ **Paint a clearer picture**—CSG Conversational AI lets you use images or video to answer questions—all you have to do is add them in when customizing your answers

→ **Escalate intelligently**—Have more complex or personal questions the virtual assistant can't fully resolve? CSG Conversational AI hands over those trickier questions to the right agents and professionals

→ **Multi-language support**—The virtual assistant is fluent in English, Spanish, German and Swedish out-of-the-box and can speak a total of 36 languages

→ **Make it personal**—CSG Conversational AI can personalize employee interactions by using their name, location, time zone and more with user authentication packages such as Microsoft 365

→ **Deliver context-based information**—CSG Conversational AI understands follow-up questions and handles interruptions and changes in topic, eliminating the need for employees to repeat themselves

ABOUT CSG

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted partner for driving digital innovation for hundreds of leading global brands, including AT&T, Charter Communications, Comcast, DISH, Eastlink, Formula One, iflix, Maximus, MTN and Telstra.

To learn more, visit our website at csgi.com and connect with us on LinkedIn, Twitter and Facebook.