

CareAssist

Empowering agents to learn, assist and contribute to a better customer service experience.



Intelligent Care Agent Platform

What if you could train and retain agents by getting them effective faster? Could you use agents to enable self-service and future article topic creation? How can Artificial Intelligence improve resolution rates and drive higher NPS scores?

DeviceBits has built an integrated platform to engineer your existing knowledge repositories, frictionlessly empowering your agents. By suggesting topics, articles and known paths to agents they can provide the best customer service possible without the manual curation or management of knowledge articles.

DeviceBits repositories provide simple text based responses while also giving agents an interactive experience to assist customers in resolving the most complex queries. All the while, learning how the articles are being used, rating effectiveness and refactoring future queries to reduce handle times, increase first call resolution and enable future automated responses in the dozens of BOT products available in the market.

Composer

Notify and empower your teams to author critical articles on demand through a lightweight non-programmatic web interface.

AI Powered

Enable agents to intelligently match customers questions to known resolutions through scoring models around article effectiveness and intent based lookup.

BOT-Ready

Maximize your existing digital support solutions by automating or co-piloting agent responses by leveraging scored and structured paths within your knowledge repositories.

Training

By using the same interface, develop engaging and interactive curriculums for onboarding and continuing agent education.

DeviceBits' BOT+ empowers CareAssist users by automating defined support paths, taking agents step-by-step through a customer's support needs, even when multiple solutions are available.