

ActioHX Smart-AI



Using data and analytics to make better
people decisions and drive business
outcomes

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We are all aware that the amount of data being collected is growing faster than most companies ability to fully utilize it. Also, customers expect companies to use the data they collect to optimize the customer experience.

Artificial intelligence (AI) capabilities are rapidly increasing and most companies do not have the resources they need to leverage AI to drive business outcomes. Additionally, many AI implementations focus solely on the technology and automation, leaving a significant gap in the client and employee human experience.



Companies that leverage AI to harness the power of data-driven decisions will have a significant competitive advantage.

Approach

The ActioHX Smart-AI approach combines state-of-the-art AI and machine learning technologies with a highly-skilled team of experts to assist you with making better people decisions and drive business outcomes.

We leverage design thinking techniques to optimize our Smart-AI implementation by identifying your unique business needs.



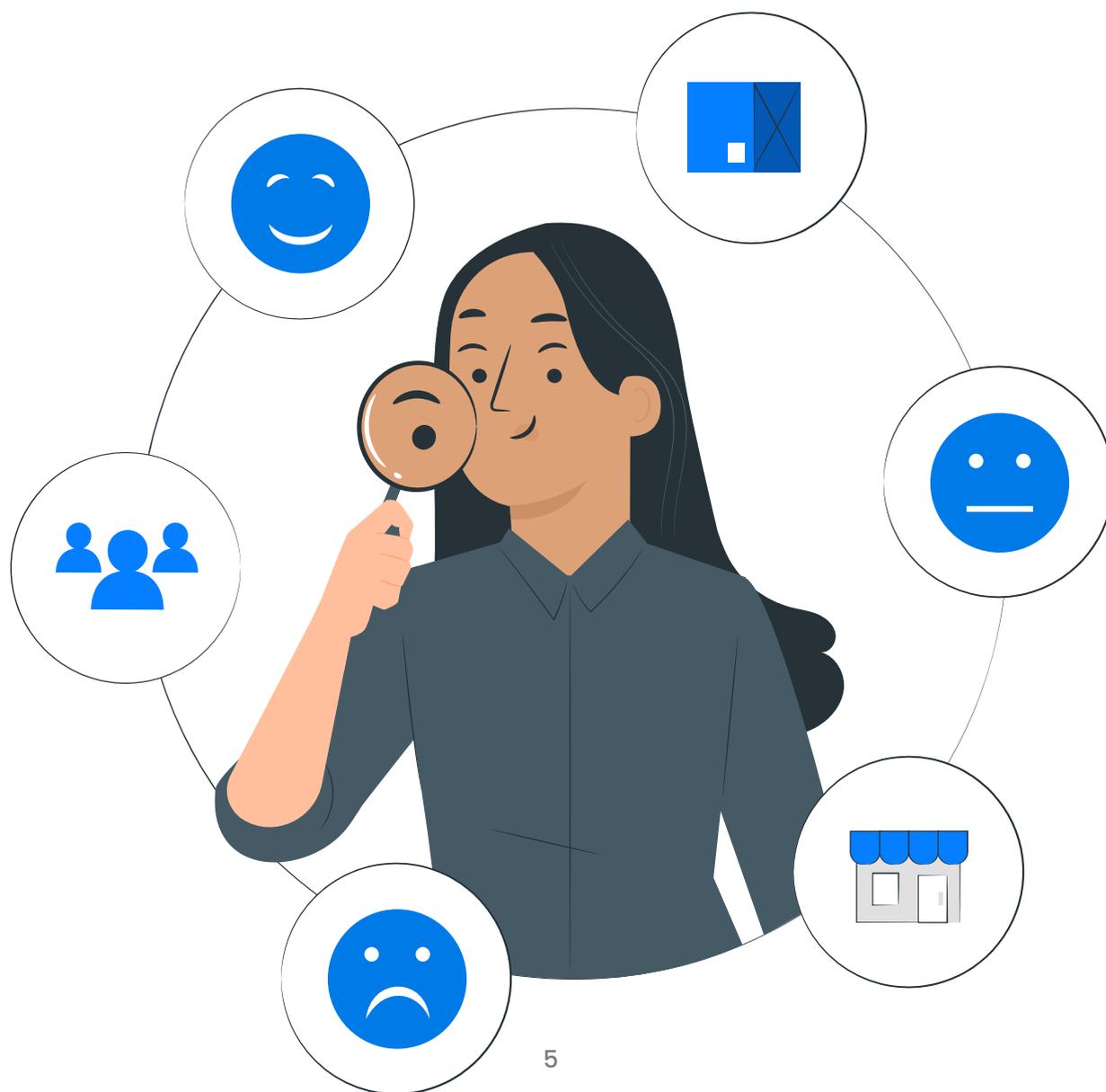
Smart-AI use cases

Companies and customer demographics vary significantly across industries, products, and services, however we created solutions to address the common methods companies utilize to support their clients.

Customer journey
analyzes the clients web,
chatbot, social media, mobile
app and voice experiences



Survey sentiment analysis to mine hidden insights from client comments and proactively identify opportunities. Up to 80% of the time client ratings do not match their sentiment



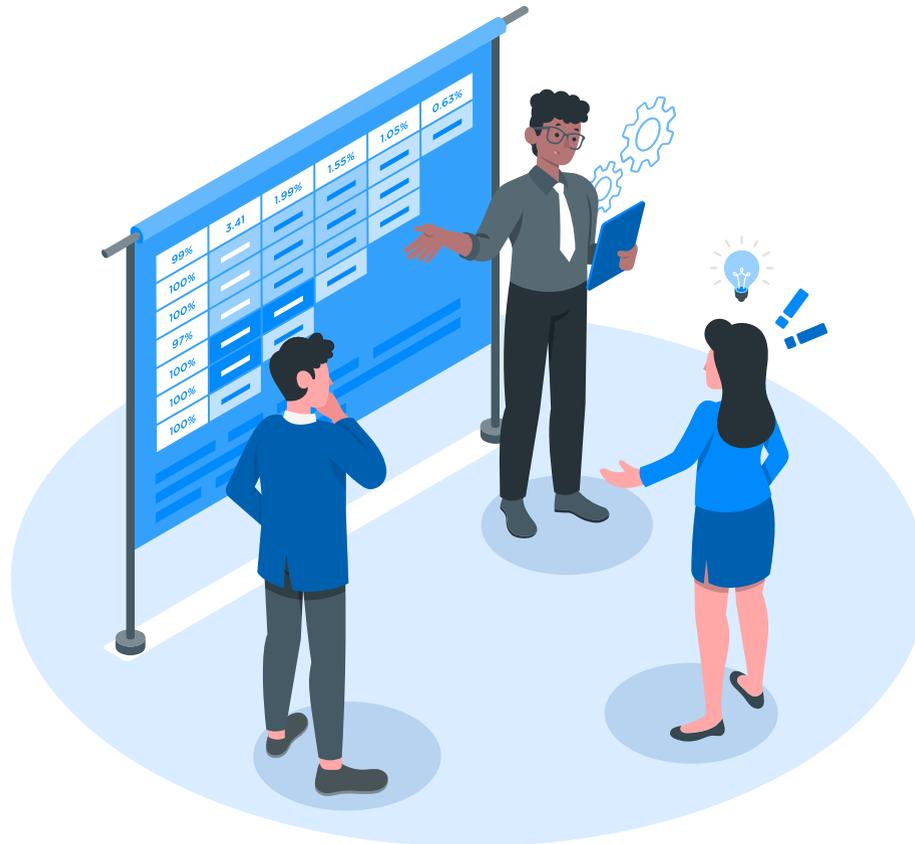


Ticket insights analyzes unstructured and structured ticket data to identify your client's sentiment, recognize trends, and provide actionable recommendations.



Cognitive email leverages intelligent AI to provide customer sentiment, generate insights and recommendations

Social media analytics to provide a “company sentiment” score, proactively identify trends and generate actionable insights.



ActioHX is ready to help your company with a scalable approach to evidence-driven business outcomes. [Contact us today](#) for a no-obligation assessment!