

Intelligent Query Response Solution

Flyer



Transform query resolution into a seamless, intelligent support process!

Are your support channels drowning in customer queries? Are slow response times, inefficient workflows, and escalating costs leaving your customers frustrated?

Transform this support nightmare with Hexaware's intelligent query response solution powered by generative AI. This solution automates key workflows and enhances accuracy at every touchpoint, turning your support chaos into a streamlined, proactive system that delivers superior customer experiences.

Intelligent Query Response Solution Capabilities

- **Automated ticket categorization and routing:** Efficiently sorts and directs incoming customer queries.
- **GenAI-powered issue resolution:** Automatically analyzes issues, suggests solutions, and responds to common queries.
- **Automated workflow management:** Intelligent query processing oversees ticket lifecycles from creation to resolution, including escalation and follow-ups.

- **Intelligent escalation management:** Prioritizes issues based on severity, urgency, and customer profile.
- **Omnichannel support integration:** Delivers a unified experience across email, chat, social media, and phone.

Key Features

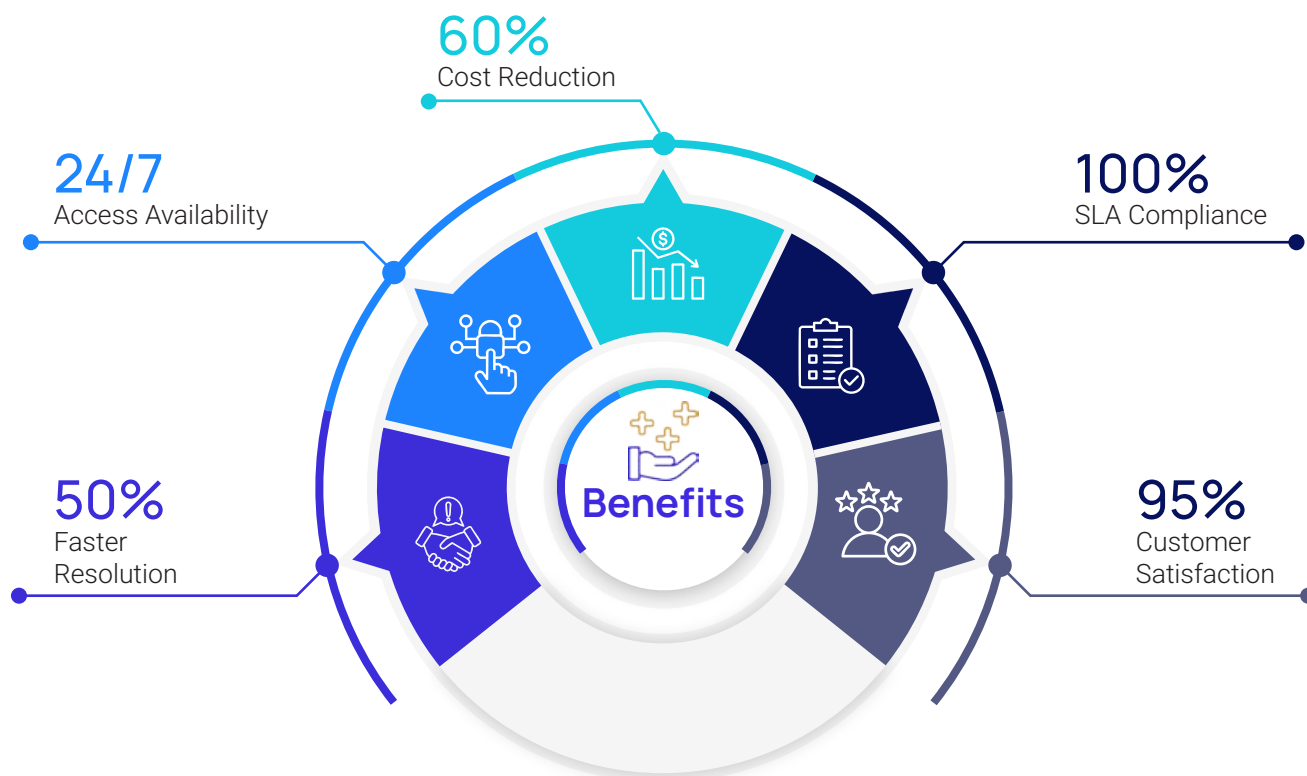
- Real-time analytics and reporting
- CRM integration
- Scalable cloud-native architecture
- Automated customer notifications
- Proactive support
- Streamlined incident handling
- Natural language processing
- Compliance and security focus

Scale Greater Heights

- Human-in-the-loop feature and continuous learning and improvement with every interaction ensure near-perfect accuracy.



- Cloud-agnostic design means you can scale effortlessly—across finance, insurance, healthcare, banking, and more!



Ready for automated customer support? Transform your support channels and contact centers from chaos to clarity with Hexaware's intelligent query response solution.

Get in touch with us today at marketing@hexaware.com and experience the future of customer support!

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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