Introducing SOPHIE

Stefanini’s AI Solution for Collaborative Digital Transformation

As our world becomes increasingly connected, new business challenges have inspired innovative digital solutions. As the world’s premier corporate AI agent, Sophie is one of these solutions.

Sophie is based on cognitive computing and artificial intelligence, with a focus on self-adaptation and both interactive and contextual automation—enabling her to achieve self-learning and human-like interaction. She can assist with tasks such as triggering workflow, auto escalation, presenting knowledge to users, and more.

With the capacity to process an unprecedented quantity of data quickly and intelligently, Sophie is designed to handle high-demand environments by the people who understand them best. Her brain contains over 3 million concepts and relations uniquely customizable to your business’ needs, and her fast-learning capabilities will work to not only automate your business processes but also perfect them.
As your business’ personalized artificial intelligence agent, she can assist with tasks such as:

**How SOPHIE WORKS**

Sophie is unlike any AI platform currently on the market. Sophie’s brain is specifically designed for corporate environments and is able to quickly transform data into solutions. With her immense, customizable capabilities, Sophie is your perfect, cost-effective solution for your business needs.

**Fast Learning Process**
Sophie uses semantic networks to utilize a symbolic approach to understand concepts and relationships. She has the ability to understand the meaning of words and phrases and relate them to the real world. This process allows her to learn at a faster pace, making her easier to implement than any other tool on the market.

**Natural Language Understanding**
With Natural Language Understanding (NLU), Sophie will continually expand her knowledge base to adapt, change, and enhance her understanding and conversational ability. Her ability to understand synonyms, typing errors, verb tenses, and common expressions results in higher automation rates and satisfaction with effortless and personalized customer experiences across all mediums, including:

**Cognitive Progressing**
- Recognizes the meaning of spoken input, determines caller intent, and routes the call accordingly
- Asks the caller questions to clarify ambiguous intent
- Handles corrections and verifications by dynamically embedding confirmations in the next prompt for a smooth conversational flow
- Recognizes online dialogue including user slang, misspellings, acronyms, and grammatically incorrect sentences that make up real human conversation
- Supports human-like spoken or text-based conversations with multi-turn contextual dialogs
- Understands what information is needed to complete a task and prompts for what’s missing
- Remembers the context of what users have said and refines their results without asking them to repeat information

**Sentiment Processing**
- Detects emotions like frustration to better understand customer needs
- Uses appropriate protocol for greetings, farewells, criticisms, and compliments

**Mobile and Social**
She is also capable of multichannel operation and integration with web channels, mobile and social media, such as Facebook and Messenger. With such extensive connective capabilities, Sophie will make your business more agile in the customer service industry and standardize consistent interactive excellence.

As Sophie continues to expand her knowledge base and evolve alongside your business, she will transform your digital enterprise and increase your agility as a 21st-century company.
AUTOMATING YOUR WORKPLACE & INFRASTRUCTURE INNOVATION

By implementing automation technologies such as Sophie in customer service and call center services, businesses can benefit from:

MORE OPERATIONAL EFFICIENCY   INCREASED SPEED OF PERFORMING TASKS   REDUCED ERRORS   IMPROVED METRICS

Sophie, aligned with your content and the reassuring voice of your customer service organization, will provide your users with excellent customer service while simultaneously reducing inbound call volume for bottom-line impact.

With an SLA-driven vision, Sophie will reduce costs through:

- Automating Services
- Providing Training
- Lowering Turnover

- Organizing Knowledge Bases
- Managing Human Resources

You will also be able to integrate Sophie with various call center ticket tools. Sophie can account for opening, closing, and accounting for tickets without any human intervention. This means that your business will not only reduce costs and streamline systems but also increase overall productivity and throughput with Sophie’s proactive issue resolution.

For example, if Sophie receives an alert for a mechanical part in need of replacement, she can open a ticket, send the technician to the machine in question, and close the ticket once the part is replaced—all without the need for assistance.

By transferring certain tasks to Sophie, physical agents will be able to focus on interactions that require strategic decision-making for your company’s business, while Sophie provides flawless automated services to help support your operations and enhance your productivity.

CUSTOMIZABLE DIGITAL TRANSFORMATION

Whatever your automation needs are, Sophie is ready to learn, enhance, and grow your processes to provide optimal solutions for your business.

Sophie’s interface can be tailored to fit your specific needs, and she is adaptable to a vast range of industries. She can be specifically designed for:

TELECOM   HEALTHCARE   HOSPITALITY   RETAIL   E-COMMERCE   IT SERVICES   ...AND MORE

She can also be implemented to work in cloud, on-premise, or with a hybrid solution to best fit your enterprise.

With her ability to evolve and grow with your company as she continues to learn, her customizability continues far after her implementation. Her interface includes an additional knowledge tool that allows knowledge engineers or business analysts to create new contexts without the need for programmers.

Plus, her DNA can also be integrated with many different systems including:

LEGACY   ITSM TOOLS   CRM   ERP

...creating an end-to-end single-screen user experience.
WHY STEFANINI IS THE RIGHT CHOICE

As a $1B global technology provider operating out of 40 countries, we know that there’s no one-size-fits-all for digital transformation.

With Stefanini’s robust experience and a big-picture vision fueled by providing optimal digital experiences, we will find the right solutions for your business and provide seamless transitions that will satisfy your stakeholders and users alike.

Stefanini will help your business automate processes with a wide variety of solutions in call center portals and mobile apps, as well as internally developed cognitive systems, and work to further their benefits by integrating these technologies with partner tools according to your specific needs.

The Stefanini Difference
With our global capabilities and decades of technological experience, Stefanini provides:

- Managed services experts with customer service at our core
- Strong global competency and support for 35 languages
- Leveraging lower-cost resources without compromising quality
- Focus on total cost of ownership

Stefanini is both big enough to address your technological requirements and small enough to be an agile, flexible partner to your unique business needs. By co-creating solutions, we will digitally transform your company to help you achieve more.