



# Intelligent Customer Assistant (ICA) Appointment Management

Automate redundant tasks

## Leverage AI to automate redundant appointment management tasks

Businesses face numerous challenges when relying on agents to manage appointments. Human error, time constraints, and the potential for miscommunication can lead to scheduling conflicts and inefficiencies. This approach demands significant time and resources, reducing agents' availability for high-value tasks.

Automating appointment management tasks with 8x8 Intelligent Customer Assistant (ICA) enhances accuracy, saves time, and ensures 24/7 availability, improving customer experience. This automation empowers businesses to streamline operations, reduce costs, and meet client expectations seamlessly.

It's a win-win. Customers receive more rapid, accurate responses, while the business reduces the number of staff needed. One of our customers reduced the number of contacts handled by live agents by 46%.

## Transform the Customer Experience

With 8x8's ICA Intelligent Customer Assistant (ICA), businesses can deliver a fast, conversational experience that allows customers to quickly manage appointment needs and move on with their day. By automating these simple redundant tasks, businesses can easily scale to handle more volume from customers and reduce long wait times. Customers ultimately receive better service and businesses operate more efficiently.

## Key benefits

- **Human-like, conversational experience:** Leveraging advanced speech recognition, customers simply explain their appointment needs, creating a smooth, natural interaction.
- **Improved customer satisfaction:** Customers quickly can reschedule, cancel, or even confirm an appointment without needing to be connected to a human.
- **Improved efficiency:** Removing redundant tasks from agents allows them to get to customers faster to solve their more complicated asks.
- **Reduced operational costs:** Handle more volume within the current staff and provide better experiences.
- **Seamless experience.** Ensure smooth transitions with handoffs across channels and departments between specialized bots or live agents.
- **Ease of use:** User-friendly, graphical no-code designer reduces dependency on IT by enabling business users to easily manage ongoing changes.



For more information, call 1 866 879 8647 or visit [8x8.com](https://8x8.com).