

## CUSTOMERS HYPER INTELLIGENT DIGITAL SERVICES

In the next years, platforms using Artificial Intelligence will gain prominence in future intelligence collection, combining human and technical abilities to automate repetitive actions and conversations. By the introduction of an Artificial Intelligence bot which can handle any type of customer-facing processes Leonardo is focusing on customer support to provide a better service and an excellent experience.

### Digital customer care in the after sales

Artificial intelligence is changing our businesses. Thanks to technological advances over the past few years, Leonardo can offer leading-edge solutions to improve our service offering. With better algorithms and increased stores of data, the error rate for computer calculations is now often similar to - or better than - those of human beings for several cognitive functions. Hardware performance has also improved drastically, allowing machines to process an unprecedented amount of data. This has been a major driver of the improvement in the accuracy of AI models.

Leonardo “Customers Hyper Intelligent Digital Services” bot is focused around simulating human behavior to ensure the best experience for customers while utilizing AI to automate repetitive workflows and tasks. The intelligent conversational agent leads personalised and smart customer dialogue, while allowing human takeover through the same platform.

### An effective support tool for training

With its core abilities in natural language processing and machine-learning, “Customers Hyper Intelligent Digital Services platform” enables Leonardo to create a ‘digital care’ concept to assist the customer 24/7 facilitating and overcoming the language barriers during the training session.

“Customers Hyper Intelligent Digital Services platform” guarantees customer engagement via natural language processing and bot personalisation. Furthermore, we can power thousands of customer interactions per day, simultaneously and across multiple platforms, understanding tone detection and remaining context

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aware. The conversation platform answers customer questions, solves problems and connects to humans in case of more complex interaction requirements.

## An always online assistant for controllers

“Customers Hyper Intelligent Digital Services platform” enables ATC Operators to receive online help during operation. This is an always-available assistant to answer or clarify the System Human Machine Interface or System behaviour.

At present the service provides an interface to several messaging platforms with the ability to integrate custom applications both for standard and legacy application. The “Customers Hyper Intelligent Digital Services” core platform uses Natural Language Processing (NLP) to understand user requests to route messages through an internal Dialog Engine responsible for responding to the user.

## A digital manual for technicians

Embracing the strategic importance of digital assistance, providing quality content and increasing on line support is the key for the best support services; from performance monitoring to 24/7 rapid-response for mission critical applications and live environments. With the support of automated workflows, Air Navigation Service Provider (ANSP) technical staff can have personalised content, as well as user and maintenance manuals for any enquiries. All of this is done on a messaging channel, which is available 24/7 and anywhere.



## KEY BENEFITS

- **Hit your Service Level Agreement (SLA) targets:** most customer service targets are based on immediacy of response or access to service. “Customers Hyper Intelligent Digital Services platform” is available 24/7, immediately obtainable and compliant with our customer’s SLA.
- **Enhance safety:** by offering proactive advice, Leonardo can support a better community of users/engineers so creating a safer operational environment.
- **Improve customer service:** Leonardo offers support to customers in a more consistent and agile mode, through multiple languages and pre-design conversations.
- **Lower operational costs:** bot interactions is more cost-effective compared to human activity and let avoid the complexity of hiring, training and retaining large amounts of staff personnel.
- **Increase customer data points:** by interacting digitally, Leonardo can register several data elements about customers and prospects. This helps creating better insights and improving the service quality.
- **Human handover:** when customers’ request can’t be handled by “Customers Hyper Intelligent Digital Services platform”, you can benefit of a handover-to-human methodology which ensures that customer is always served.
- **Accurately forecast demand:** as data points increase, “Customers Hyper Intelligent Digital Services platform” can help forecasting and predicting support demands and better building conversations to manage such expectations.
- **Personalisation:** giving customers a personalised and more convenient service.
- **Real time access:** quick, fast, reliable and 24/7 on line system.

