goMoxie SEE (AI)
Simple, Efficient, Extraordinary

An AI-powered customer guidance solution that delivers actionable insights.

SEE received 2021 AI Excellence Award in the category of Machine Learning for its ability to improve digital customer experiences using smart AI technology.

OVERVIEW

SEE is the only AI solution designed to improve your customer experience and deliver quantifiable results by proactively analyzing customer conversations and creating guidance recommendations to eliminate customer struggle.

WHY THE NEED FOR SEE (AI)?

Customers share questions, feedback, frustrations, and praise for your products all day every day across millions of conversations on your website and mobile apps. Businesses barely keep up with this volume and rely on ad-hoc feedback from the contact center for qualitative insights. Conversational data holds a treasure trove of information about your business. SEE delivers these insights to you and informs your strategy for guiding customers with CONTEXT to deflect contacts and increase customer acquisition.

BENEFITS

SEE help you deliver better customer experiences, impacting both the top line and the bottom line. Benefits include:

- Understand why customers struggle online
- Learn where customers struggle in the purchase funnel
- Analyze the top questions driving volume to your contact center
- Deploy proactive guidance through CONTEXT to deflect contacts
- Proactively deliver answers (before customers even realize they have a question) to help increase conversions

Features

SEE is a purpose-built AI solution that uses the power of artificial intelligence (AI) to give you deep insights. goMoxie's deep-learning neural network automatically generates topics that customers conversing with your business about.

How it Works

Our new advanced AI solution delivers actionable insights to help businesses engage and empower customers eliminating the need for customers to ask for help.

SEE analyzes conversational data.

SEE identifies common customer struggles.

SEE recommends CONTEXT to eliminate struggle.

SEE is delivered as a quarterly business report with specific recommendations on mitigating contacts and increasing customer acquisition using goMoxie's customer guidance technology, CONTEXT.

Insights Analysis:

1. Struggle Topics: Conversational data categorized and formatted by the AI Engine into types of struggle

2. Struggle Location: Where in the journey struggle is taking place

3. Topic Trending: How topics and locations have trended over time

Guidance Points:

Specific guidance recommendations are provided for each struggle topic and location. Recommendations include proactive snippets of information to guide the customer through struggle resulting in increased conversions and reduced contacts.

HQ | SAN BRUNO, CA
TEL: +1 (650) 294-4680
TOLL FREE: +1 (800) 474-1149

AUSTIN, TX
TEL: +1 (425) 437-5000
TOLL FREE: +1 (800) 474-1149

BELLEVUE, WA
TEL: +1 (425) 437-5000
TOLL FREE: +1 (800) 474-1149

EMEA | READING, UK
TEL: +44 (0) 118-370-4660