# HAPPTIQ

## **Contact Center Al** on Google Cloud



### The challenge

Providing consistent customer service can be overwhelming when inquiries flood in around the Google Cloud's Contact Center AI (CCAI) clock. automates routine inquiries, offers immediate, personalized support, and unifies all interactions on one platform.

Empower your team with Al-driven insights, reduce costs, and scale efficiently—together with happtig.

### Our solution

We leverage Google Cloud services like Dialogflow and Vertex AI to design conversational flows that seamlessly blend your business logic with natural, spontaneous interactions. This enables you to support rich, intuitive customer conversations powered by Google's leading deterministic & GenAI technologies.

Our process begins with setting up your cloud PBX infrastructure, allowing you to integrate and scale your operations on demand. Then, we collaborate closely with you to design the optimal call support journey for your customers.

### Your advantages

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#### **Customer Experience**

nediate, 24/7 support with CCAI virtual easing customer satisfaction through ersonalized assistance.

#### ency

rational costs by automating routine ecreasing support team workload, and siness scalability.

#### nagement

customer interactions through a single delivering a seamless omnichannel across multiple channels and devices.

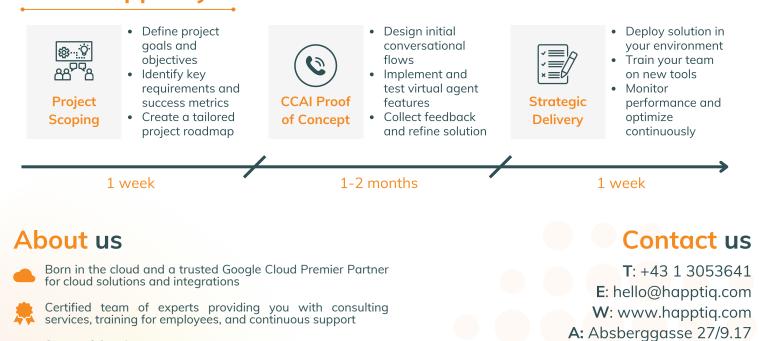
#### Analytics

for data recording and analytics to able insights and drive informed king.

#### **Robust Security and Compliance**

Protect sensitive customer data with Google's advanced security measures, including encryption, strict access control, and regional storage.

1100 Vienna, Austria



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