

Contact Center AI on Google Cloud



The challenge

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

Empower your team with AI-driven insights, reduce costs, and scale efficiently—together with **happtiq**.

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

1

Enhanced Customer Experience

Provide immediate, 24/7 support with CCAI virtual agents, increasing customer satisfaction through quick and personalized assistance.

2

Cost Efficiency

Reduce operational costs by automating routine inquiries—decreasing support team workload, and enabling business scalability.

3

Unified Management

Manage all customer interactions through a single platform, delivering a seamless omnichannel experience across multiple channels and devices.

4

Intelligent Analytics

Leverage AI for data recording and analytics to gain actionable insights and drive informed decision-making.

5

Robust Security and Compliance

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

Let us support you



Project Scoping

- Define project goals and objectives
- Identify key requirements and success metrics
- Create a tailored project roadmap



CCAI Proof of Concept

- Design initial conversational flows
- Implement and test virtual agent features
- Collect feedback and refine solution



Strategic Delivery

- Deploy solution in your environment
- Train your team on new tools
- Monitor performance and optimize continuously

1 week

1-2 months

1 week

About us



Born in the cloud and a trusted Google Cloud Premier Partner for cloud solutions and integrations



Certified team of experts providing you with consulting services, training for employees, and continuous support



Successful projects with companies like:

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Contact us

T: +43 1 3053641

E: hello@happtiq.com

W: www.happtiq.com

A: Absberggasse 27/9.17
1100 Vienna, Austria