



Hitachi Solutions Dynamic Scripts

Enhance Contact Center Productivity with AI-Driven Call Summarization

Empower your agents with a click-through experience that automatically tailors scripts based on the caller and their verification results, guiding the agent through appropriate authorization processes, logging actions automatically, automating fraud alerts, and more.

Dynamic Scripts is an innovative solution designed to empower contact center representatives with flexible, real-time adaptable scripts that ensures efficiency on all call times with customers – leading to higher customer satisfaction. Dynamic Scripts provides:

- ✓ **Consistent Call Flow:** Maintain a uniform and predictable customer experience, boosting satisfaction and trust.
- ✓ **Personalized Interactions:** Tailor the call flow to specific members and dynamically adapt based on CSR inputs, ensuring a smooth, personalized interaction that enhances customer service.
- ✓ **Personalized Issue Resolution:** Efficiently addresses member alerts such as returned mail, care gaps, or missing information, preventing potential issues and improving service quality.

Prompts	Prompt Text	Response	Response Text	Status	Created On
Claim On File	Claim On File	Denied	Denied	Active	9/13/2023 10...
Get Info Abou...	Get Info About The Claim	On File (review cl...	On File (review claim stat...	Active	9/13/2023 10...
Reason For Call	Reason For Call	Claims	Claims	Active	9/13/2023 10...
Alert	Alert	Returned Mail	Returned Mail	Active	9/13/2023 10...

How it Works

Dynamic Scripts automatically logs actions, provides access to instructional articles for form completion, automates fraud alert case creation, and can launch full scripts like verbal authorization, ensuring a smooth and efficient process.

- **Enhanced Efficiency and Quality:** Automation and customization streamline call handling, improving both efficiency and interaction quality.
- **Reduced Onboarding and Coaching Time:** The user-friendly design and intuitive interface shorten onboarding and coaching periods, enabling quicker deployment and resource optimization.

Customer Value

- **CSR Efficiency and Context:** Boost productivity with a customizable interface and clear visual indicators, enabling CSRs to efficiently manage tasks and make informed decisions.
- **Increased Quality of Service:** Proactively address issues to prevent repeat calls, returned mail, and gaps in care, significantly improving service quality.
- **Improved Compliance:** Ensure compliance with regulations and standards through customizable processes, reducing the risk of non-compliance and promoting a culture of accountability and integrity.



Maximize your service potential with Hitachi Solutions Dynamic Scripts and take your customer service operations to the next level.

[Talk to Our Experts](#)

 **Hitachi Solutions**