

Smarter Service Cloud Implementation

Is your team hesitant to use AI? Are you wondering whether AI projects will pay off? Do you wonder whether your customers enjoy a good self-service experience with AI? We can help

- Identify and prioritize promising uses of AI
- Recommend AI tools
- Provide change management assistance for AI projects
- Create ROI models to assess AI initiatives
- Evaluate your customer's self-service experience using AI tools

The Process

We can guide you through an entire implementation process or just the steps you need help with, a la carte:

- **Identifying AI automation opportunities.** We conduct a process workshop to review your entire set of processes, from self-service to case resolution, knowledge management, and support ops and identify the most promising use cases. We also perform a technical review of your existing tool stack to understand what is already available and what would need to be purchased. Finally, we deliver recommendations for automation candidates.
- **Attaining organizational alignment.** We help you craft a project plan and schedule for the project, including a ROI analysis if needed.
- **Assisting with tool purchases.** Working with the IT and security teams, we recommend vendors and can assist with purchases if desired.
- **Implementation.** We guide you through the creation of prompts and custom setups to get the best benefit of the tools, whether new purchases or not. We define metrics and dashboards to measure success.

We can also assist with specific improvements for already-deployed tools and systems.

- **Holistic assessment** of your internal use of AI. We review your current setup and practice, both for delivery and also ops. We recommend improvements in tools, adoption, training practices.
- **Prompt training.** We work with the users to refine their use of prompts so they can get full benefits from the tools you have in place.
- **Customer experience assessment.** We evaluate your customer experience, considering both the tools you control (your chatbot, your customer portal) and independent LLMs. We deliver a prioritized list of issues and recommendations on how to address them, including changes to the knowledge base, tuning of your tools, and influencing third-party information providers.

About FT Works

FT Works helps technology and healthcare companies improve their support and customer success organizations through custom consulting, training and coaching services.

- Because our only focus is post-sales we fully master **industry best practices for AI.**
- We have a knack to work with all the stakeholders inside and outside the support team so we can **build consensus for AI automation projects.**
- We have plenty of experience so we can **deliver results quickly** and lower the risk for your initiatives.
- We have no allegiance to any particular group or vendor so we can provide your team with **unbiased recommendations.**
- As a boutique firm we rely on a **flexible, targeted approach** that maximizes your return on investment.

For more information, please contact info@ftworks.com or +1 (650) 619 0732.