

# WHO WE ARE



Cluster Reply is a **Reply Group** company specializing in consulting, system integration and digital services, with a focus on the development of solutions based on Microsoft technologies.

Leveraging over 25 years of Microsoft expertise and collaboration, Cluster Reply create solutions that guarantee efficiency, flexibility and security.



# WHAT WE DO



Cluster Reply provide organizations with ground breaking solutions based on the new communication channels and digital media, in different areas:



**Business Application (CRM)**



**Business Application (ERP)**



**Cloud & Infrastructure**



**Data & AI**



**Digital & Apps Innovation**



**Internet of Things**



**Low Code / No Code**



**Modern Work**



**Security**



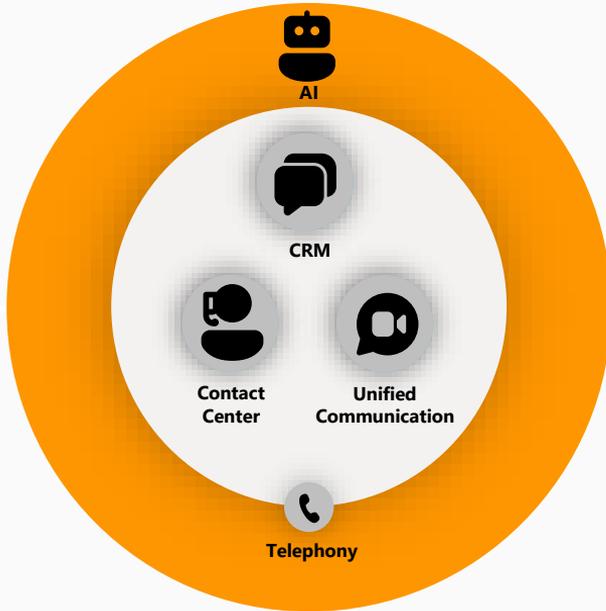
**Sustainability**



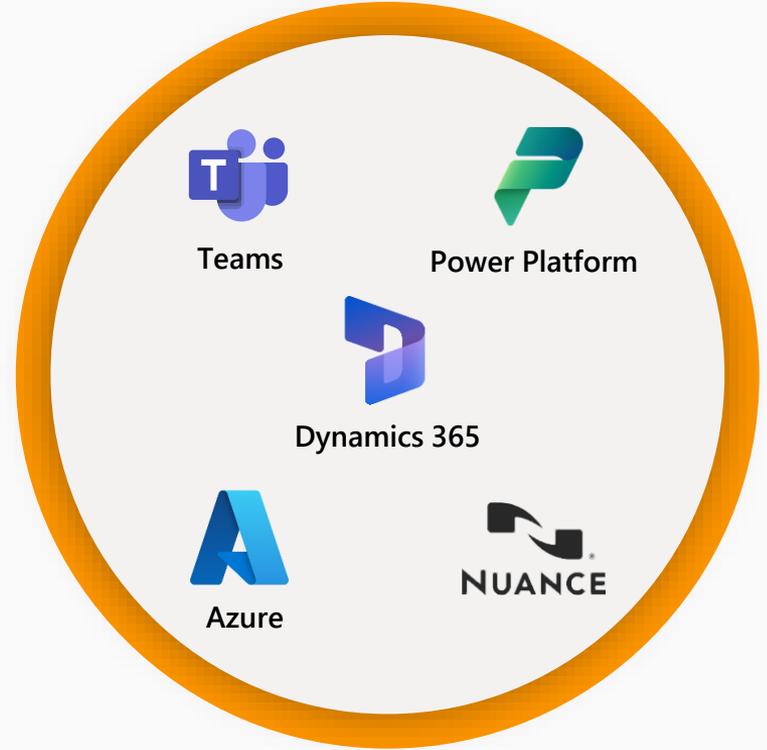
# DIGITAL CONTACT CENTER PLATFORM



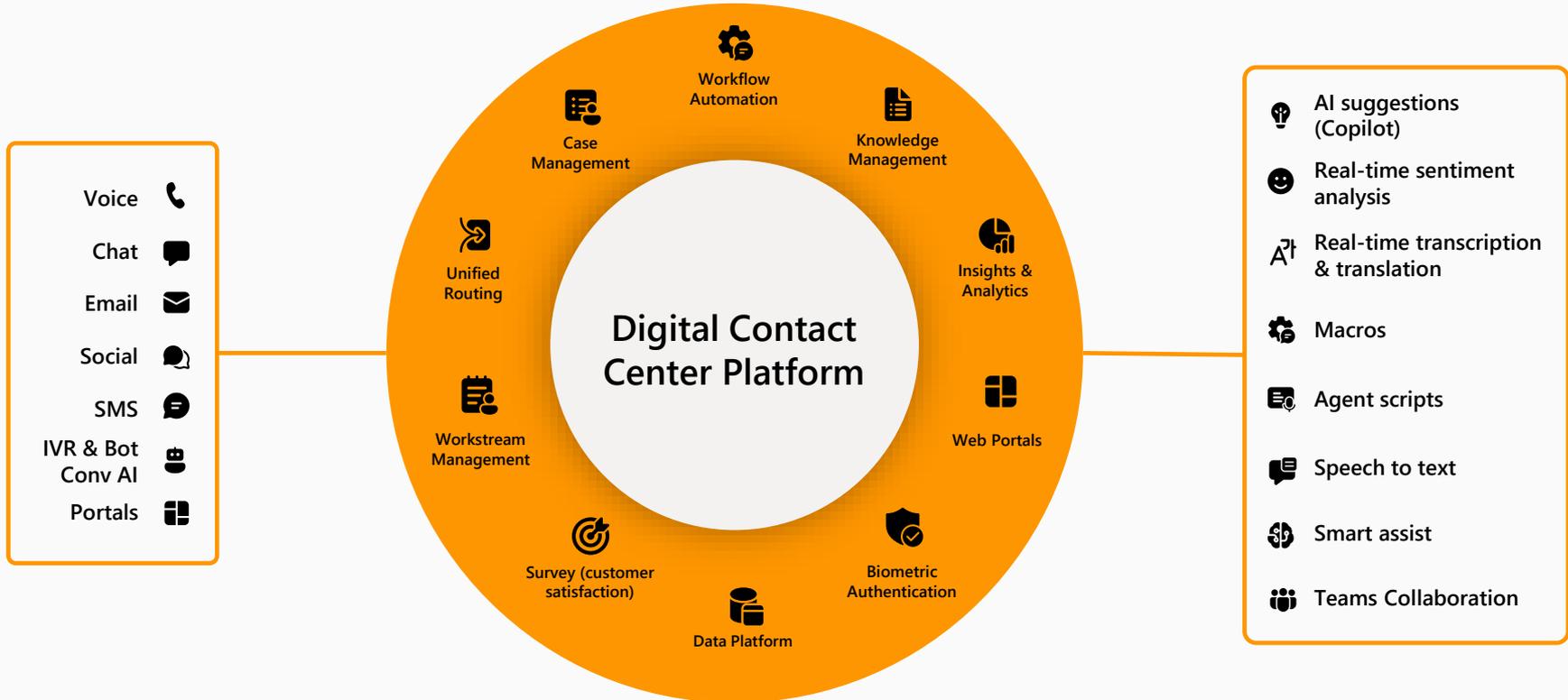
Customer



Agent



# DIGITAL CONTACT CENTER PLATFORM



# DIGITAL CONTACT CENTER PLATFORM AI FEATURES



Copilot

Summarize Cases

Summarize Conversations

Ask a question

Write email



Conversational AI

Conversational chatbot

Conversational IVR

Generative answers



Smart Assist

Find Recent Cases

Suggest Similar Cases

Suggest Knowledge Articles



Language understanding

Real-time transcription & translation

Customer's sentiment analysis

Sentiment based notifications



Intelligent routing

Intelligent skill finder model

Sentiment prediction model

Effort estimation model



Reporting

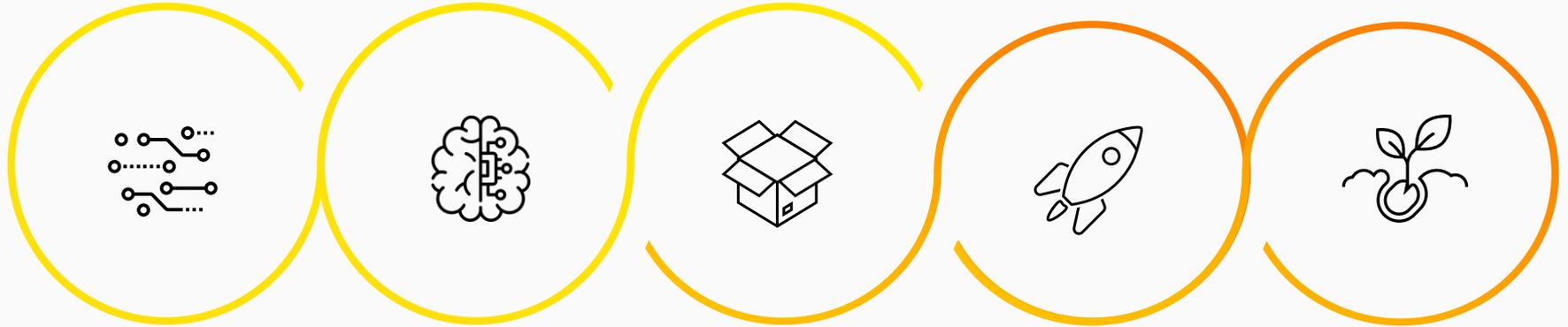
Sentiment analysis report

AI topic clustering for cases

AI topic clustering for conversations



# AI POWERED BUSINESS APPLICATIONS



 **AI BUILDER**

 **AZURE  
SERVICES**

 **COPILOT**

 **PERSONAL  
COPILOT**

 **OPEN AI**



# SERVICES & SUPPORT JOURNEY

## CASE MANAGEMENT

Automatic case generation

Multichannel interaction

SLA Management

Next best action

Smart Assist (similar case, recent case, suggest KB)

## KNOWLEDGE BASE MANAGEMENT

KB consultation in NL

Create content using AI based on customer requests

## SUPPORT AGENT AUTOMATION

Automatic Summarize Information

Automatic recap voicecall

Automatic training workforce

Intelligent routing

## CUSTOMER MANAGEMENT

Draft automatic email replies

Conversational AI bots

Customer satisfaction (sentiment analysis)

## REPORT & ANALYSIS

Automatic customer service feedback and analysis

AI topic clustering (e.g. cases, conversations)





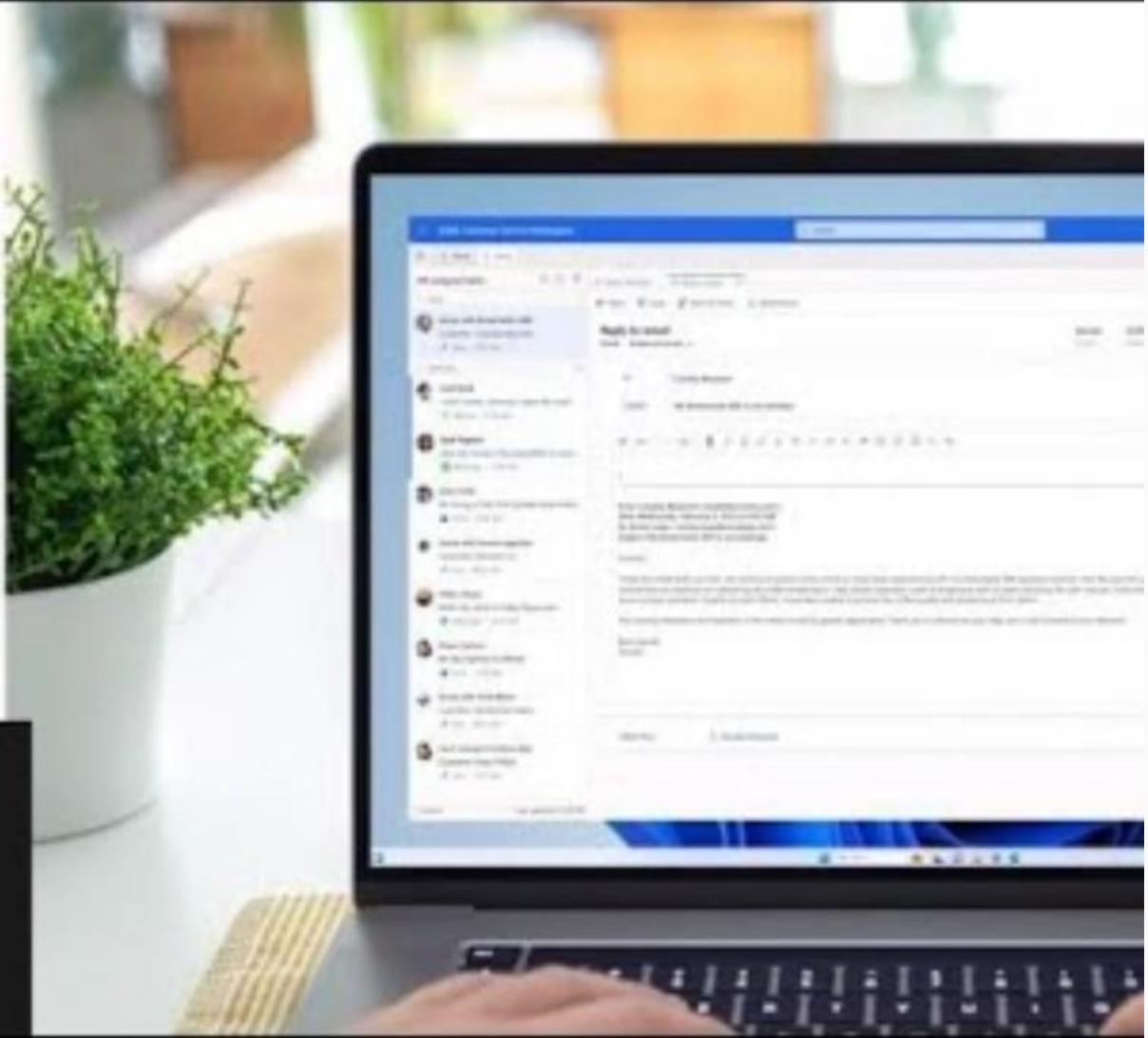
Copilot

Trusted websites

Internal data



Microsoft  
Dynamics 365



# The scale of Microsoft's support

**10s** of thousands of agents  
**92** contact centres  
**120** countries  
**1B+** consumers  
**46** languages

Across consumer and commercial businesses  
**10,000 enterprise, 1M+ SMB**

  
Dynamics 365

  
Xbox

  
Azure

  
Office

  
Teams

**145M+** contacts  
**73M+** calls  
**61M+** emails  
**11M+** chats

**32%**

boost in self help

**20%**

reduction in missed routes

**31%**

increase in first-call resolution

**12%**

CSAT increase

