




Complaints management

Automate complaints management operations for better control, compliance and efficiency with Wipro's automation solutions

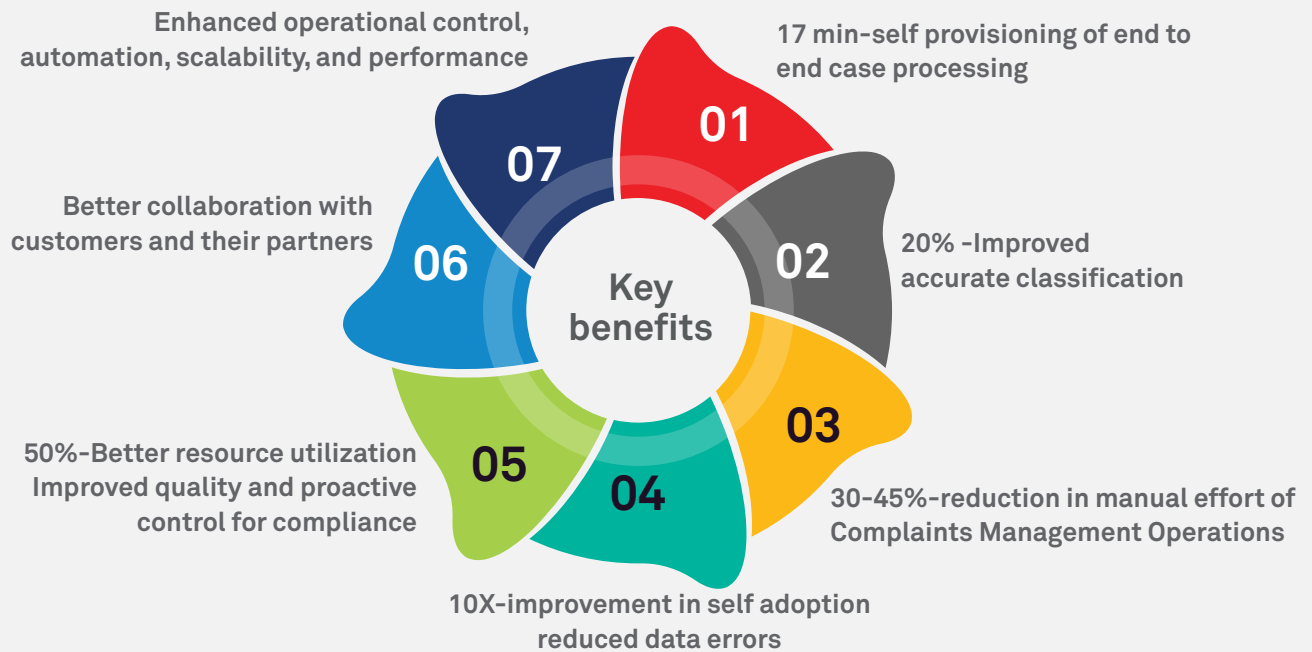
Wipro's Cognitive Case Intake Agent (CCI Agent), an automated Complaints Management solution built on an integrated automation approach, combines tools, technologies and techniques like artificial intelligence and machine learning including Natural Language Programming, OCR, computer vision, and robotic process automation. Our approach enables customers to receive and process complaints from multiple channels such as voice, emails, secondary health sites, social media, fax, and many more.

Wipro's CCI Agent brings in







-  **Service model transformation** – Collaborate with business; create fast, reliable & intuitive automation solutions
-  **Digital transformation** – Modernize current operations and digitalization to connect with consumers
-  **Innovation** – Stay ahead of the curve with future-ready solution

Wipro's Complaints Management, an integration automation solution, ensures high quality, operational efficiency and business ready infrastructure

Key benefits



Features

-  Analytic engine to baseline channels, products, inquiries
-  Identification of top Q&A to push to web for self-help & make intuitive to retrieve
-  Agility: Faster releases to production
-  Digital Ready: Reduced traditional footprint and digitized processes
-  Efficiency: Lower running costs through automation
-  Satisfaction: Improved customer and end user satisfaction

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Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio

of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at info@wipro.com