

Understanding AI-Powered Customer Service in Call Deflection Work

MANAGEMENT SUMMARY & CORE TAKEAWAY

As winter begins to fade in Switzerland and early spring takes hold, call centres face a shift not just in weather, but in how people reach out for help. AI-powered customer service has become more common, smoothing out peaks in call volume, especially when people just want quick

CONTEXT & EXECUTIVE RELEVANCE

As winter begins to fade in Switzerland and early spring takes hold, call centres face a shift not just in weather, but in how people reach out for help. AI-powered customer service has become more common, smoothing out peaks in call volume, especially when people just want quick answers. Instead of waiting in a queue to speak to someone, users get help faster through systems that guide them toward what they need.

That flow only works if the technology stays in step with the people using it. When done right, it prevents bottlenecks and cuts down frustration. But spring brings different behaviours, different questions, and a different pace altogether. That means the systems we rely on must adjust along with it.

CORE ACTION ITEMS

01 Helps reduce pressure on human agents by taking on basic requests

02 Uses input cues to reroute callers appropriately

03 Can flag issues that need human attention sooner

SWISS COMPLIANCE & ARCHITECTURE GUIDELINES

- ☑ Full compliance with revised Swiss Data Protection Act (revDSG).
- ☑ Zero vendor lock-in on closed proprietary models.
- ☑ Seamless integration into Abacus, Bexio and M365 ecosystems.

Non-Binding Process Analysis

Let us review in 20 minutes where AI agents create immediate measurable efficiency in your workflows.

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