✳ Sprinklr AI+

Sprinklr Service

What is Sprinklr AI+?

Sprinklr AI+ combines the power of Sprinklr AI and Generative AI models such that multiple AIs come together as one unified AI. It leverages Sprinklr's existing AI capabilities and platform architecture to harness the vast potential of Generative AI technologies.

Why Sprinklr AI+?

Sprinklr AI+ is powered by Sprinklr AI and 3rd party Generative AI models. Sprinklr AI (Sprinklr's proprietary AI) is built on 14+ years of customer experience data and includes specialized capabilities ranging from NLP to Computer Vision and ASR. Sprinklr's focussed AI models complement the broad power of Generative AI to give your agents and customers an exceptional experience.

The Sprinklr AI+ Advantage

One AI

Unlock the next level of automation

Sprinklr AI+ unlocks all new capabilities and use cases- boosting productivity, improving quality of insights and interactions, and driving automation across the contact center.

One UI/UX

Empower customer-facing teams with effortless AI

Enable customer service teams to leverage Generative AI capabilities seamlessly within a few clicks without having to learn new workflows or switch between multiple screens.

One Operating System

Future-proof your AI technology stack

Ensure access to the latest and best Generative AI technologies such as Google Cloud's Vertex AI and OpenAI's GPT models as Sprinklr seamlessly integrates with any new AI applications.

Privacy & Security

Safeguard your brand

Sprinklr protects your IP by ensuring your data is not used to train any Generative AI models, critical and sensitive information is anonymized or masked and engineered guardrails are in place to minimize risk and prevent hallucinations.

Improve Agent experience and productivity:

- **Drive quicker and more relevant responses** by optimizing tone, grammar and relevance with AI-powered **Reply Assistance** for agents. Enable agents to modify length or translate with the click of a button!

- **Enhance customer query resolution** by providing real-time access to contextual information with a **Knowledge Base** integration.

- **Eliminate manual effort and automate post-contact workflow** by auto-filling case notes and case disposition fields with AI-powered **case summarization** and **case disposition.**
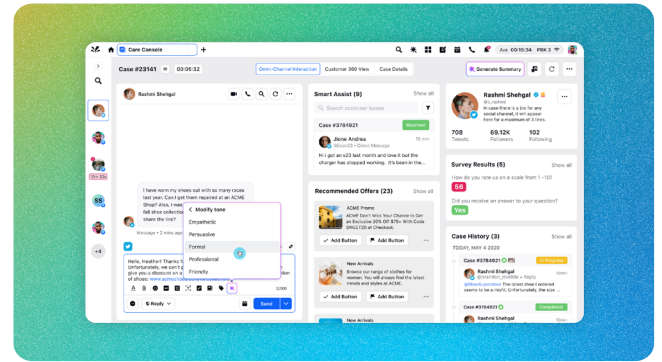

Deploy better Conversational AI bots, faster

- **Save time** by quickly setting up **GPT-powered FAQ bots** that adapt to natural language without extensive configuration. Add functions and skills to the bots as required by just providing prompts, without disturbing the existing bot workflows.

- **Automate** contact driver discovery, intent creation, troubleshooting and end-to-end bot testing with Sprinklr AI+.

- **Drive query resolution** using bots that adapt to multiple scenarios while maintaining near-human response accuracy.
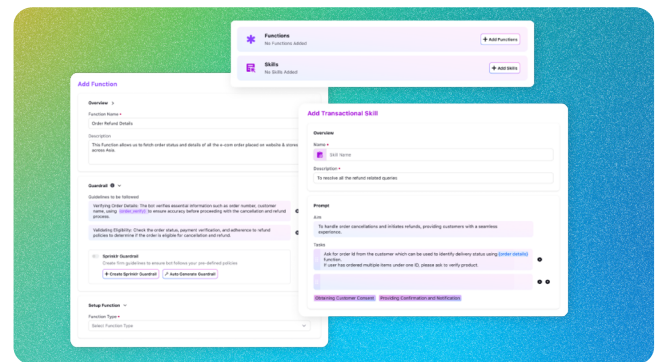
Get Insights of unprecedented depth and drive Quality Monitoring automation

- **Improve agent performance** and coach agents more effectively by effortlessly configuring new quality scoring parameters and automating the training of quality assessment models using Generative AI.

- **Boost Customer Experience** and facilitate better decision-making by providing insights along with underlying causes, supported by AI-generated recommended options.

- **Resolve customer queries** more effectively by creating intents/contact drivers from smart themes to drive better case routing, categorization, agent coaching and quality management.
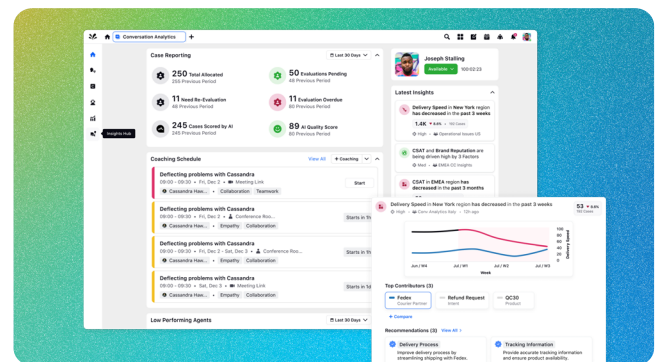
Learn More: | Sprinklr's Unified CXM Platform | Sprinklr Service | Sprinklr's Platform Integrations | Digital Transformation Services

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