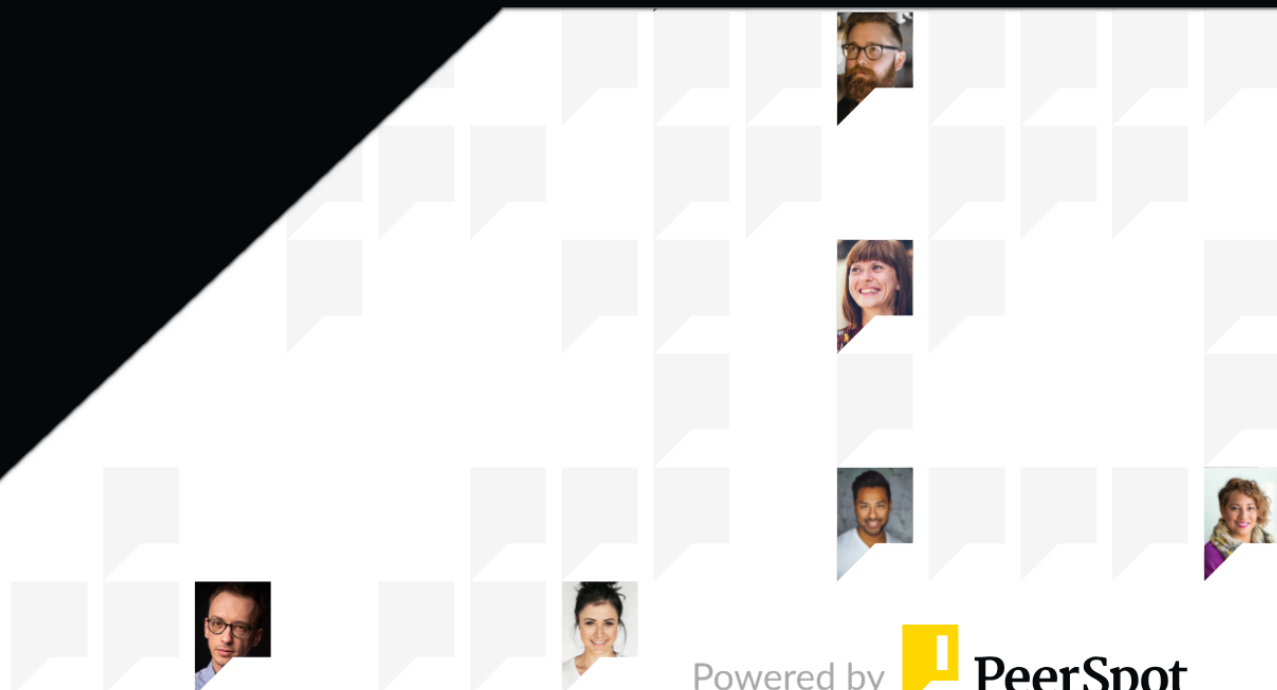




Accenture Conversational AI

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Accenture Conversational AI

Accenture Conversational AI Recap

Accenture Conversational AI delivers intelligent conversational experiences to enterprises, streamlining interactions and improving user engagement through advanced AI technologies.

Accenture Conversational AI is designed to integrate seamlessly into business operations, offering tailored solutions that address unique challenges in communication and customer interaction. Leveraging cutting-edge AI algorithms, it enables efficient processing of customer queries, ultimately enhancing satisfaction and driving operational efficiency. Through natural language processing and machine learning, it provides an adaptable and scalable approach that meets the dynamic requirements of modern enterprises.

What are the key features of Accenture Conversational AI?

- **Natural Language Processing:** Facilitates understanding and responding to human language inputs with accuracy.
- **Machine Learning Capabilities:** Continuously improves through data exposure, enhancing prediction and interaction quality.
- **Integrative Platform:** Easily connects with existing enterprise systems to streamline workflows.
- **Multi-Channel Support:** Engages users across different platforms, ensuring consistent communication.

What benefits do users report in reviews?

- **Enhanced Customer Engagement:** Users note improved interaction quality and satisfaction.
- **Scalability:** Efficiently handles increased interaction volumes as businesses grow.
- **Cost Efficiency:** Reviews highlight reductions in operational costs due to automated capabilities.
- **Improved Data Insights:** Provides valuable data analytics, aiding strategic decision-making.

In specific industries like healthcare and finance, Accenture Conversational AI automates customer interactions, reduces wait times, and ensures secure data handling. Its adaptability facilitates personalized patient engagement and financial advisory, demonstrating cross-sector applicability and impact.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The best features Accenture Conversational AI offers include consistently delivering great, steady, reliable data and predictable responses for automated tasks, as well as having instant support that provides 24/7 immediate answers to repetitive queries, which frees up our human employees.”



Chandler Elmore, MBA

Community Manager at Lightsource bp

- ✓ “Accenture Conversational AI helped with those repetitive queries between candidates and recruiters by allowing candidates to check application statuses through our application handle and conduct interview scheduling from the enterprise side.”



Pranay Jain

Senior software engineer at Simplify vms

- ✓ “Accenture Conversational AI has positively impacted my organization by reducing operational costs through automating repetitive customer queries, improving customer experience with faster 24/7 responses, providing faster resolution through instant access to information, and increasing employee productivity along with many other improvements.”



Areeb Memon

Senior Mulesoft Developer at a outsourcing company with 5,001-10,000 employees

- ✓ “The accuracy and reliability of output from Accenture Conversational AI have been very consistent, and I think it is one of its greatest strengths as we are able to get great data from it.”



Muzi Maphophe

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

- ✓ “Accenture Conversational AI has saved us a lot of time and cost by streamlining clear, reliable conversation between our teams via the API agent and providing advanced document analysis, translation, and multilingual support that helps companies save on token costs and communicate flexibly within an enterprise and across borders.”



Bethanywalstad Wallister

Java Application Developer at Hexaview Technologies



“Accenture Conversational AI has improved our customer satisfaction rate by ninety-five percent because we are always resolving queries.”



Esse Wognin

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees



“The CSAT score improved from 40% to almost 90%, and the average call handling time has been reduced so that customers save their time on more productive activities instead of just fetching reports from the old systems.”



Mufaddal Mufaddal

In A Company at EPUS

What users had to say about valuable features:

“Accenture Conversational AI helps not just on the current POS data or the customer data, but it also does forecasting for helping us in competitive analysis and giving responses as if we are chatting with an AI bot, so it helps us to grow our business with respect to competitive analysis and add more value to it.

The best feature and the most important feature of Accenture Conversational AI is ease of usage, as it is hosted on the cloud and tightly integrated with our systems, summarizing all the conversations, even forecasting, and getting our reporting or any results we want about our company, suppliers, sales or invoices on the fly..”

Mufaddal Mufaddal

In A Company at EPUS

[Read full review](#) 

“The best features Accenture Conversational AI offers include its integration with legacy systems, which is quite complex because a lot of things are set in stone and you need a lot of innovation and technical ability to integrate these systems. I think it is a great accelerator in the insurance industry because it makes everything a little bit faster, way more accessible to users, and for the people receiving the information, it is easier to categorize and see and separate the data easily. I can see where our customer base is heading towards, what they are liking more, and what they like to include in their packages.

“The accessibility and speed of Accenture Conversational AI have impacted my day-to-day operations by allowing us to work at speed without compromising quality. We appreciate that we are able to give our clients peace of mind..”

Muzi Maphophe

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

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“The best features Accenture Conversational AI offers include consistently delivering great, steady, reliable data and predictable responses for automated tasks, as well as having instant support that provides 24/7 immediate answers to repetitive queries, which frees up our human employees.

“The reliability and instant support of Accenture Conversational AI have made a difference in my day-to-day work by freeing up our human agents, enabling them to focus on more interactive tasks that are more complex instead of repeating the same things over the course of the day, adding more engagement to their day and making their work more inviting.

“One feature that stands out and I appreciate is that this platform is versatile, definitely streamlining diverse workflows ranging from what we have on our client end for engagement all the way to data troubleshooting..”

Chandler Elmore, MBA

Community Manager at Lightsource bp

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“The distiller framework is an advanced agent layer allowing my team to build autonomous agents capable of multi-agent collaboration, complex reasoning, and structured multi-turn goal execution. The distiller framework has allowed my team to build a reliable agent communication system that enhances efficient collaboration between our team and in our enterprise. When we are brainstorming on a project, we usually use this platform to collaborate efficiently and reason as a team.

There is also the hybrid intent approach that blends the trained intent path for strict business compliance with generative AI to provide natural language flexibility such that this hybrid intent approach provides clear and efficient natural language flexibility that can convert any language to a user-based language. It is very efficient when it comes to language orchestration.

Our communication infrastructure has developed in such a way that when we have data, it can be easily analyzed using the AI system to get the most useful information that helps us to implement most projects in our enterprise. The system has been reliable and most of the services it has provided have performed quite well. I do not think there are any downtimes or any bottleneck that prevents us from working efficiently while we use this platform..”

Bethanywalstad Wallister

Java Application Developer at Hexaview Technologies

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“The best features Accenture Conversational AI offers include a smooth and user-friendly conversation experience, which is helpful for quickly finding information and answering queries.

“The smooth and user-friendly conversation experience of Accenture Conversational AI is attributed to it being an AI-powered chat that answers customer questions conversationally, utilizing natural language understanding, automated customer support, omnichannel support, and personalized responses.

“Accenture Conversational AI has positively impacted my organization by reducing operational costs through automating repetitive customer queries, improving customer experience with faster 24/7 responses, providing faster resolution through instant access to information, and increasing employee productivity along with many other improvements.

“I experienced a cost reduction of between 10% to 40% in overall expenses after using Accenture Conversational AI, and one Accenture customer transformation example reported a 30% decrease in OPEX. Since it is related to management, I cannot provide this explanation in greater percentage detail..”

Areeb Memon

Senior Mulesoft Developer at a outsourcing company with 5,001-10,000 employees

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“Accenture Conversational AI helped my team reduce the volume of tickets we were getting on a daily basis in a significant way. It sped up our resolution time because most of the issues that a human being could take five minutes to handle were tackled in seconds by the AI tool. After resolving issues, there was a data analysis component where the AI could tell us the number of requests we were getting on a daily basis and what we could do to prevent those requests from coming. In addition to supporting with real-time answers, the AI was providing us with real-time data.

“The best features Accenture Conversational AI offers in my experience include support with responding to agents and pre-built industry configuration. Based on our industry, the AI was configured to use the language we use on a daily basis. Someone working in FinTech cannot have the same language as someone working in the hotel industry.

“Accenture Conversational AI provided conversation analytics and insights on a weekly or daily basis. The tool could provide us with a detailed dashboard tracking containment rates, drop-off points, and intent accuracy. It clarified customer sentiment so that we could build on different features we were already offering to our partners. We were also able to create features based on different needs picked up by the AI from the conversations it was receiving. Robotic Process Automation was very important when it came to native connectors that let conversational flow trigger back-end transactional workflows like balance lookup, account update, ticket generation, and transaction status checks. Those were very impactful features for my team.

“Accenture Conversational AI impacted my organization positively by revealing that the volume of queries a human agent was treating had reduced considerably and customer satisfaction rate had increased because the AI was able to provide direct responses to our partners. The majority of our requests were about transaction posts for admin action and transaction status checks. When the AI started answering these tickets, it was a great period for us because the AI was working toward providing timely responses and our partners were happy. We have also seen an increase in client acquisition because of word-of-mouth marketing. When people are satisfied with your product and support team, they tell others

that the company is doing well because responses are always available. The good thing about Accenture Conversational AI is that it works even at night and on weekends, every day and any time. This has impacted our organization by revealing that we are closer to our partners..”

Esse Wognin

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees

[Read full review](#) 

Other Solutions Considered

“Accenture Conversational AI is now very costly, and there are other cheaper solutions available in the market. We could actually build something in-house as well..”

Verified user

Product Manager at a tech vendor with 11-50 employees

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“We settled on Accenture Conversational AI for the first time because it was the one that aligned with our enterprise use cases and we could not engage other platforms because this one was accurate and it was the one that suited our enterprise..”

Bethanywalstad Wallister

Java Application Developer at Hexaview Technologies

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“We looked at Dialogflow and Microsoft Bot Framework. While they were good, Accenture Conversational AI felt more aligned with our enterprise-scale requirement and integration..”

Hussain Gagan

FullStack Developer at EnactOn Technologies

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“I have used other solutions before Accenture Conversational AI. Recently, we have been trying out Microsoft Copilot, which is cheaper, but most of the capabilities we are looking for are not there, making Accenture Conversational AI good in comparison.

“We previously evaluated no other solutions before Accenture Conversational AI, as it was the only option we knew at that time, and we just went with it..”

Muzi Maphophe

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

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“I have used Sprout Social and Zendesk AI before Accenture Conversational AI. I am not the one who makes decisions regarding tool selection. Even though I am a senior partner support analyst, I work under a partner support manager and head of support. The decisions are taken at a higher level. Even though we provided essential feedback on the necessity of having such an application, those making the decision ultimately chose to switch to Zendesk. After using Accenture Conversational AI for three years, I believe the organization has enjoyed the benefits. We have switched to Zendesk, so perhaps Zendesk has more to offer, but I cannot confirm this because I was not part of the decision-making process..”

Esse Wognin

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees

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ROI

Real user quotes about their ROI:

I cannot share any relevant metrics with you regarding return on investment, such as fewer employees needed, money saved, time saved, or anything else, due to the policies.

Verified user

[Read full review](#) 

Fresher at a university with 501-1,000 employees

“The CSAT score improved from 40% to almost 90%, and the average call handling time has been reduced so that customers save their time on more productive activities instead of just fetching reports from the old systems..”

Mufaddal Mufaddal

[Read full review](#) 

In A Company at EPUS

“I have seen a return on investment through the solution demonstrating ROI via reduced manual effort, faster customer service, and quicker response times, which led to a reduction in human costs and positive outcomes based on what I saw from the team and management..”

Areeb Memon

Senior Mulesoft Developer at a outsourcing company with 5,001-10,000 employees

[Read full review](#) 

“We have seen a return on investment from using Accenture Conversational AI, especially money-wise. In terms of agents needed, that has become less, and companies are pivoting toward employing people who are technically sound in the setup of Accenture Conversational AI instead of relying heavily on consultants. While I do not have the exact numbers, the waiting time and conversion rate sit currently between thirty and forty-five percent..”

Muzi Maphophe

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

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“From automating those HR processes, we were able to save 200 man-hours over the course of a year, which translated into about \$10,000 worth of savings.

“We have seen a return on investment, as we were able to save 200 employee hours over the course of our time using this platform..”

Chandler Elmore, MBA

Community Manager at Lightsource bp

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“For the thousands of customers we were handling on a daily basis, Accenture Conversational AI was great because my team was not large. When it comes to money saved, I can mention customer retention at the high percentage I provided. Regarding efficiency, we were able to handle all customer queries without neglecting or ignoring any partners. Premium and default partners were all served well. The return on investment is great and very positive..”

Esse Wognin

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees

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Use Case

“Accenture Conversational AI has helped us to build AI-enabled microservices that help us to frame Spring Boot and write backend microservices that we could direct into Accenture Conversational AI model endpoints. I usually use it for coding the REST and GraphQL APIs that conversational agents dynamically invoke to retrieve customer data or execute backend actions..”

Bethanywalstad Wallister

Java Application Developer at Hexaview Technologies

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“Our organization deals with online retail POS solutions here in East Africa, and Accenture Conversational AI is now integrated with our invoicing system and reporting to ensure that our customers get the best value out of the POS system itself.

Our POS is used in multiple branches and with multiple users, so whenever the manager or the admin wants to see the reports of the particular branch performance or with respect to particular employees or with respect to the overall sales in a given month, Accenture Conversational AI helps not just as a chatbot, but as much more than a chatbot, to get the results and proper, valid results on the fly..”

Mufaddal Mufaddal

In A Company at EPUS

[Read full review](#) 

“My main use case for Accenture Conversational AI is for quickly finding helpful information, answering queries, and improving customer interaction.

“A specific example of how I use Accenture Conversational AI to answer queries or improve customer interaction is utilizing it for AI-powered customer support, answering FAQs, automating queries, and handling routine conversations.

“Regarding my main use case, I also use Accenture Conversational AI for assisting customers..”

Areeb Memon

Senior Mulesoft Developer at a outsourcing company with 5,001-10,000 employees

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“My main use case for Accenture Conversational AI is as an enterprise tool that I use to build virtual assistants and chatbots that handle client and employee interactions.

“A specific example of how I use it for client or employee interactions involves it having a bank of information that we use for employees to reference and chat with, allowing them to pull up information at any time on each of their personal machines.

“I decided to implement a virtual assistant for employee support rather than sticking with traditional methods like email or phone support because it was more efficient, allowing employees to self-serve and get the information they needed quickly and efficiently..”

Chandler Elmore, MBA

Community Manager at Lightsource bp

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“My main use case for Accenture Conversational AI has been in the insurance industry, helping several companies mainly with their voice assistance and chatbots. With generative AI emerging, we have been using a lot of NLP and ensuring that we keep operations alive even though there is no human being manning it.

“A specific example of how I use Accenture Conversational AI for voice assistance in my insurance projects is mainly for consultations, where someone might find that what they are looking for is not found during a normal online consultation. They have the option to choose a voice assistant, which will help them customize a package in terms of what they want to insure and what they want to leave out. It is mainly used for custom packages that are not freely available..”

Muzi Maphophe

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

[Read full review](#) 

“I used Accenture Conversational AI to resolve customer inquiries. I started working as a customer support analyst focused on ticketing, and the tool was used to resolve customer inquiries, automatic tier one support triage, and streamlining conversational routing to human agents. It was used to filter the queries we were getting on a daily basis so that queries were filtered and sent to the direct competent agent.

“We received different types of queries, and Accenture Conversational AI helped with customer inquiries and ticket triage. There were queries regarding onboarding, transaction status checks, and transactions paused for admin action. The AI was configured to answer most of these queries that did not need human intervention. For queries requiring us to react, such as onboarding requests, the AI was escalating to the direct support agent. Most of our queries regarding transaction status checks, to understand if a transaction was completed or failed, were resolved quickly by this conversational AI tool..”

Esse Wognin

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees

[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Accenture Conversational AI is deployed in my organization as an enterprise AI solution that integrates with existing business applications and customer service channels..”

Areeb Memon

[Read full review](#) 

Senior Mulesoft Developer at a outsourcing company with 5,001-10,000 employees

“Setting up those integrations with our existing systems was a one-time integration with a simple REST API we used to integrate Accenture Conversational AI, so it was pretty straightforward..”

Mufaddal Mufaddal

[Read full review](#) 

In A Company at EPUS

“Currently, I think Accenture Conversational AI is really great due to how we can customize the implementation, making it easy for us to align with different settings or scenarios. So far for me, it has been great, and we are going to start our third implementation soon, with each implementation having its unique nuances based on the company's wants, needs, and business goals..”

Muzi Maphophe

[Read full review](#) 

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

“My experience with pricing has been efficient and the setup cost is affordable, which was within our budget. The license is very flexible because they usually give you the option of subscribing up to the period when you are capable. The timelines of payment are reasonable, as they may give you some grace period for initiating the full payment process. They are very friendly, the team is professional, and they provide clear primary training when they give you the system package after deployment..”

Bethanywalstad Wallister

[Read full review](#) 

Java Application Developer at Hexaview Technologies

“The major challenges we faced were when we started using the application. There was significant miscommunication regarding training and user onboarding for my team, as we were the ones handling integration. We did not receive very strong support when it came to integration. The learning material was not complete. It took considerable time for us to fully integrate and use the application at its full capacity. I recommend that they work well on the onboarding process, as this will make the application shine and encourage people to subscribe to the tool..”

Esse Wognin

[Read full review](#) 

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees

Customer Service and Support

“Customer support was really good; they were there whenever we had a bug or UX issues, such as when we were not able to find the logs, and they were really helpful..”

Verified user

Product Manager at a tech vendor with 11-50 employees

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“The customer support was reliable. They have been very responsive. When we call them, they are active twenty-four seven. They respond very fast and they do not keep us queuing. They are very friendly and professional..”

Bethanywalstad Wallister

Java Application Developer at Hexaview Technologies

[Read full review](#) 

“Accenture Conversational AI's customer service team has been helpful at some points, but I give them a rating of seven out of ten because there were times we contacted them and did not get a response, even though we were in need of quick support..”

Esse Wognin

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees

[Read full review](#) 

“The customer support provided by Accenture Conversational AI is good.

“I would rate the customer support of Accenture Conversational AI an eight on a scale of one to ten..”

Areeb Memon

Senior Mulesoft Developer at a outsourcing company with 5,001-10,000 employees

[Read full review](#) 

“Accenture Conversational AI has responded positively in terms of our customers' feedback, as they can easily migrate to get the reports on the fly and even get assistance in any kind of complex reporting or complex sales processes, helping to reduce the overall time to market and improve some of the KPI indicators, such as the sales conversion cycle or spending more time with the customers..”

Mufaddal Mufaddal

In A Company at EPUS

[Read full review](#) 

“Regarding Accenture Conversational AI's capabilities, I think its governance and security are really good, as we have not had any issues security-wise. How it is governed is in line with all the GDPRs and the POPI acts, with no significant issues on that front.

“The accuracy and reliability of output from Accenture Conversational AI have been very consistent. I think it is one of its greatest strengths, and we are able to get great data in terms of that. The NLP setup is easier than most, and it also has some agent assist capabilities, which are very helpful..”

Muzi Maphophe

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

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Other Advice

“I would advise anyone with a startup or if it is an SME to definitely prefer using Accenture Conversational AI, as the integration is very easy to do, and there are obviously a lot of other features which I have mentioned..”

Mufaddal Mufaddal

In A Company at EPUS

[Read full review](#) 

“My advice to others looking into using Accenture Conversational AI is to look at different products that might be more suitable and smaller for your needs, as you need to be an enterprise-level company to make the most out of this platform. I would rate this product a 6..”

Chandler Elmore, MBA

Community Manager at Lightsource bp

[Read full review](#) 

“I rate Accenture Conversational AI an eight out of ten because, while it helps a lot, it is not an out-of-the-box product where you can just learn and implement on your own. You still need a lot of help from the Accenture team, plus the implementation cost plays a role. My overall review rating for Accenture Conversational AI is eight out of ten..”

Muzi Maphophe

Head of IT Operations at NWAXITLHUMANI PROJECTS (PTY) LTD

[Read full review](#) 

“My advice for others considering using Accenture Conversational AI is to evaluate everything properly before starting development or finalizing this AI tool, as my scenario did not allow for a thorough check due to a managerial decision. If your organization and product are small, it is crucial to manage costs and other factors properly before finalizing and starting the development. I have provided an overall review rating of eight for this product..”

Areeb Memon

Senior Mulesoft Developer at a outsourcing company with 5,001-10,000 employees

[Read full review](#) 

“Accenture Conversational AI is deployed on-premises. It has saved us a lot of time and cost. When it comes to cost of conversation between our teams, it enhances clear, reliable conversation that meets our needs. That saves time because conversation between teams has been streamlined via the API agent that makes everything clear. I can totally recommend this platform because it has an advanced document analysis and translation that helps companies to save on token costs and it supports multilingual support. It can support most languages including English, Spanish, and any language from any country, and it is highly flexible when it comes to communication within an enterprise and outside the borders. I rate this product nine out of ten..”

Bethanywalstad Wallister

Java Application Developer at Hexaview Technologies

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“I did track specific metrics and numbers regarding reduction in ticket volume, faster response times, and improvements in customer satisfaction. Accenture Conversational AI has improved our customer satisfaction rate by ninety-five percent because we are always resolving queries. What pushes partners to give complete satisfaction is when their request is resolved in less than five minutes, in less than ten minutes, or is resolved within the SLA resolution time. It also sped up our full-time resolution time. Even new employees who were not well-trained were supported by this tool. We noticed a ninety-five percent improvement in customer satisfaction rate. We achieved one hundred percent full-time resolution for the different queries the AI was able to resolve, such as transaction status checks and many other issues we trained the AI to tackle. We also noticed a very significant improvement in customer retention because all our customers remained with us because they were happy. I can say we achieved one hundred percent retention rate. Regarding acquisition, I cannot quantify this because I do not work in the commercial department, but I have seen many partners joining because of word-of-mouth marketing.

“I give Accenture Conversational AI a rating of eight out of ten because the application is very good and is working for the services we are paying for. I removed two points because there is room for improvement regarding onboarding and personalization of the application according to the company. They have much to do in these areas. Additionally, we are not getting timely support from them, which is something they should consider.

“Accenture Conversational AI's AI capabilities demonstrate strong governance and security, and we felt safe using the application. We did not notice any data breach or privacy issues. I could give a rating of nine out of ten for security because the application is very good, only authorized people can access it, and we did not experience any security concerns. During these three years, we felt confident about privacy and compliance, ensuring that everything was secure.

“I will give Accenture Conversational AI a rating of ten out of ten for accuracy because the responses are very accurate. All responses given to customers are correct and are based on our FAQ. I have never seen Accenture Conversational AI providing a wrong response. Accuracy is one hundred percent.

“For a company that does not have a large budget for designing support based on AI, Accenture Conversational AI is an excellent choice because it is very affordable and very reliable. I do not see any downtime, and even though the support team is not fast when we need them, they are there and eventually solve the issues raised. It is very good and integrates well. For a company with five hundred members and one thousand customers, this tool would be a very good fit. What I can tell them is that Accenture Conversational AI is trainable and easy to train so that it can adapt to your industry terms and language and react as needed. My overall rating for Accenture Conversational AI is eight out of ten..”

Esse Wognin

Senior Partner Support Analyst at a financial services firm with 501-1,000 employees

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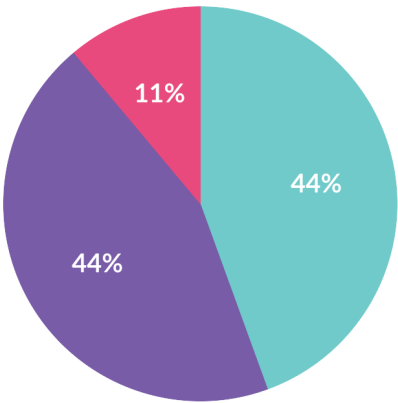
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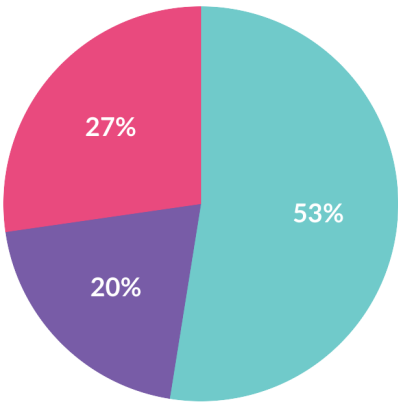


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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