



# MOMENTS THAT MATTER

## VIDEO TRANSCRIPT

<b>00:00</b> at accenture we are focused on creating	<b>00:30</b> the moments that matter in service this
<b>00:03</b> the best customer experiences on the	<b>00:33</b> led us to develop our connected
<b>00:05</b> planet	<b>00:35</b> resolution engine
<b>00:06</b> why because consumers demand it and not	<b>00:36</b> a salesforce certified bolt solution
<b>00:09</b> just at the sales and store level	<b>00:39</b> designed to elevate and enhance the
<b>00:12</b> in our research 89 of consumers expect	<b>00:41</b> service experience
<b>00:15</b> to see modern technologies	<b>00:43</b> let's see how meet monic
<b>00:17</b> like ai and iot applied to service	<b>00:46</b> a manufacturer of connected industrial
<b>00:20</b> experiences	<b>00:48</b> equipment
<b>00:21</b> too we identified seven critical	<b>00:49</b> monarch uses accenture's connected
<b>00:24</b> opportunities for brands to provide	<b>00:52</b> resolution engine
<b>00:26</b> stronger emotional connections with	<b>00:53</b> to provide fleet management solutions to
<b>00:28</b> customers we call these	<b>00:55</b> their customers



**00:57**

this is rachel a seasoned equipment

**00:59**

operator at a construction company that

**01:01**

subscribes to monarch's fleet management

**01:04**

solutions

**01:05**

as a result of predictive maintenance

**01:08**

rachel's excavator was recently taken

**01:10**

out of service

**01:11**

and a replacement unit was assigned to

**01:13**

her a week later

**01:15**

while operating her replacement

**01:17**

excavator rachel experiences a

**01:19**

malfunction

**01:20**

that brings the machine to a halt iot

**01:23**

technology

**01:24**

informs the connected resolution engine

**01:26**

of the problem

**01:27**

and resolution steps are identified

**01:30**

Rachel

**01:31**

interacts with a monarch chatbot which

**01:33**

helps diagnose the problem

**01:35**

and identify the replacement part a

**01:38**

technician with the right skills

**01:40**

right part at the right time is

**01:42**

dispatched to the construction site

**01:45**

throughout the service journey rachel

**01:47**

receives

**01:48**

ongoing communications keeping her

**01:50**

informed

**01:51**

and updated about the resolution

**01:53**

progress

**01:55**

rachel and her company benefit from ever

**01:58**

improving experiences

**01:59**

as the manufacturer utilizes the

**02:01**

aggregated data from its connected



**02:03**

equipment

**02:04**

to continually improve its products and

**02:07**

predict and resolve

**02:08**

issues all while improving the customer

**02:11**

service

**02:12**

elevate the customer service experience

**02:14**

powered by accenture

**02:16**

and salesforce

English (auto-generated)

Copyright © 2020 Accenture  
All rights reserved.

Accenture, its logo, and High  
Performance Delivered are  
trademarks of Accenture.