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Capgemini wins 2019 Artificial Intelligence Breakthrough award for best virtual agent solution

Paris, June 27, 2019 – [Capgemini](#), today announced that its Cash Collections Assistant powered by Artificial Intelligence¹ has been recognized as the “best virtual agent solution” by [AI Breakthrough](#), part of Tech Breakthrough, a leading market intelligence and recognition platform for global technology innovation and leadership.

Capgemini's Cash Collections Assistant is a human-like voice collector delivering a seamless humanized virtual agent experience. It is designed to perform courtesy or overdue calls to debt owners in 24 languages (including less common languages such as Dutch and Finnish), meeting the demand for a fast, reliable, and efficient service. It also reduces the amount of repetitive collections tasks, enabling augmented workforce with human collectors focusing on more complex work and handling process exceptions.

"We are delighted to receive this AI Breakthrough award for Capgemini's best-in-class Cash Collections Assistant powered by Artificial Intelligence. Capgemini understands the need and importance of reliable customer service and humanized interaction experience in the digitally enabled Business Services based on our Perform AI value proposition. Re-imagining the future of credit-to-cash with augmented workforce at scale empowers us to create truly innovative channels to engage with our clients worldwide," said [Adam Bujak](#), Global Head of Intelligent Process Automation Offering at Capgemini.

"The uniqueness of Capgemini's Cash Collections Assistant powered by Artificial Intelligence comes from a combination of powerful and modular AI architecture, custom finance domain models, and best-of-breed cloud API providers," said James Johnson, Managing Director, AI Breakthrough. *"All of its elements operate in the cloud, enabling key enterprise features such as scalability, multitenancy, leading market security compliance, and continuous deployment. We are glad to recognize Capgemini as one of the 2019 AI Breakthrough award winners."*

The mission of the AI Breakthrough awards is to honor excellence and recognize innovation, hard work and success in a range of AI and machine learning related categories, including AI platforms, deep learning, smart robotics, business intelligence, natural language processing, industry specific AI applications and many more. This year's program attracted more than 2,500 nominations from over 15 different countries across the world.

¹ *Capgemini's Cash Collections Assistant Powered by Artificial Intelligence is a human-like voice collector delivering a seamless humanized virtual agent experience*



About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of over 200,000 team members in more than 40 countries. The Group reported 2018 global revenues of EUR 13.2 billion.

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