Intelligent Customer Assistant

Choose a virtual agent solution both you and your customers can trust.

Customers today expect instant and personalized service, across a variety of channels, on a 24/7 basis. Businesses that fail to meet these expectations risk customer frustration, reduced revenues, and increased costs of contact center operations.

The solution? A top-of-the-line virtual agent.

With Intelligent Customer Assistant (ICA), businesses can offer customers a convenient way to quickly resolve routine and common customer inquiries while reducing costs through automation and reserving staff for more complex interactions.

The power of automation

ICA is a powerful, user-friendly conversational AI platform that allows your business to deliver effective self-service experiences across all channels—both voice and digital—to rapidly resolve a wide range of customer inquiries, from simple to complex.

Conversational AI is changing the game for customer service by allowing a broader range of inquiries to be automated. As the technology improves and becomes more accessible to the public, customers are recognizing that they can trust self-service solutions to resolve many issues quickly and easily.

Frictionless self-service = increased adoption

Every interaction that is successfully resolved through self-service sets off a virtuous cycle of increased adoption. Customers come to trust that they can resolve issues without having to reach out to a live agent. At the same time, the business can trust that their customers' issues are being resolved—all while reaping the benefits of a lower total cost of operations.

Key benefits

- **Rapid resolution of customer issues:** Increase first contact resolution (FCR) rates with end-to-end automation that delivers faster, more accurate service with personalization.

- **Reduced operational costs:** Deflect routine and common customer inquiries with proven task automation.

- **Empowered agents:** Offload routine tasks to allow staff to focus on more high touch, impactful service interactions.

- **Ease of use:** Enable business users to easily manage ongoing changes and updates with a user-friendly, graphical, no-code designer, reducing dependence on IT.

- **Powerful analytics:** Take action with insights and recommendations for 360° performance optimization.

- **Rapid extensibility**: Connect to existing systems quickly and easily with 50+ out-of-the-box integrations.

- **Minimal maintenance costs:** Reduce the need for IT resources with simple admin and tuning tools.

Rapid service with accuracy and personalization

ICA empowers your business to deliver instant service without compromise by personalizing every interaction. The solution identifies consumers immediately and maps where they are in their journey. Because ICA stays connected to your CRM, it pulls in relevant customer context and data to deliver rapid, accurate responses.

What's more, ICA allows you to reduce customer frustration by helping eliminate blind transfers. When escalating from self- to assisted service, ICA delivers complete customer context and bot interaction details to the live agent, empowering them to deliver personalized, effortless experiences.

Jumpstart quality, cost-effective service

With the ability to direct customers to an always-available, intelligent virtual agent, you gain significant cost containment by freeing up live agents from repetitive interactions, your interaction quality improves, along with agent satisfaction and engagement.

Plus, a single bot can be built quickly and deployed instantly across any channel—including voice, webchat, WhatsApp, SMS, etc.—with graphical scripting tools. By combining the ease of scripting with over 50+ turnkey integrations, you can deploy virtual agents without the need for intensive IT involvement.

With ICA, you can everage the endless possibilities of conversational AI to deliver quicker service, more accurate resolutions, and improved customer satisfaction that drives revenue.

Product highlights

- Full contextual handover during customer escalations from bot to live agent
- Out-of-box templates
- Graphical, click & add scripting tools
- Built-in, comprehensive analytics solution
- Prebuilt connectors to 25+ channels / applications
- Rich media content widgets
- Real-time translation with over 130 supported languages
- Customizable dashboards
- Customer journey insights through every step in the virtual agent experience
- NLU flags for performance recommendations

Effortless service. Trusted results.