

AI/Bots

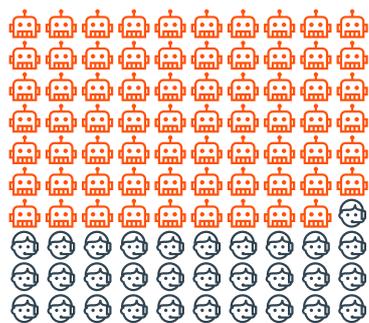
Bots that deliver beyond the hype



Customers want to engage with companies across digital and voice, and expect both personalisation and consistency wherever they are. With rising labour rates and proliferating channels, Intelligent Virtual Assistants are a cost-effective way to provide a seamless customer experience.

Digital Worker Factory™

Rather than creating multiple scripted bots for every need, the Humanify Digital Worker Factory™ enables brands to build a single IVA that can handle multiple use cases across all channels. This enables a 24x7 hybrid workforce in which the IVA can engage customers directly and escalate to humans for higher value tasks. IVAs can also train and assist human associates to improve average handle time, provide consistency in responses, and elevate the overall customer experience, bringing the perfect mix of AI, human touch, and a dash of magic to every customer interaction.



Want instant answers

69% of customers say they would talk to a bot before a human in order to get instant answers.

- Ubisend

£5.97 Billion

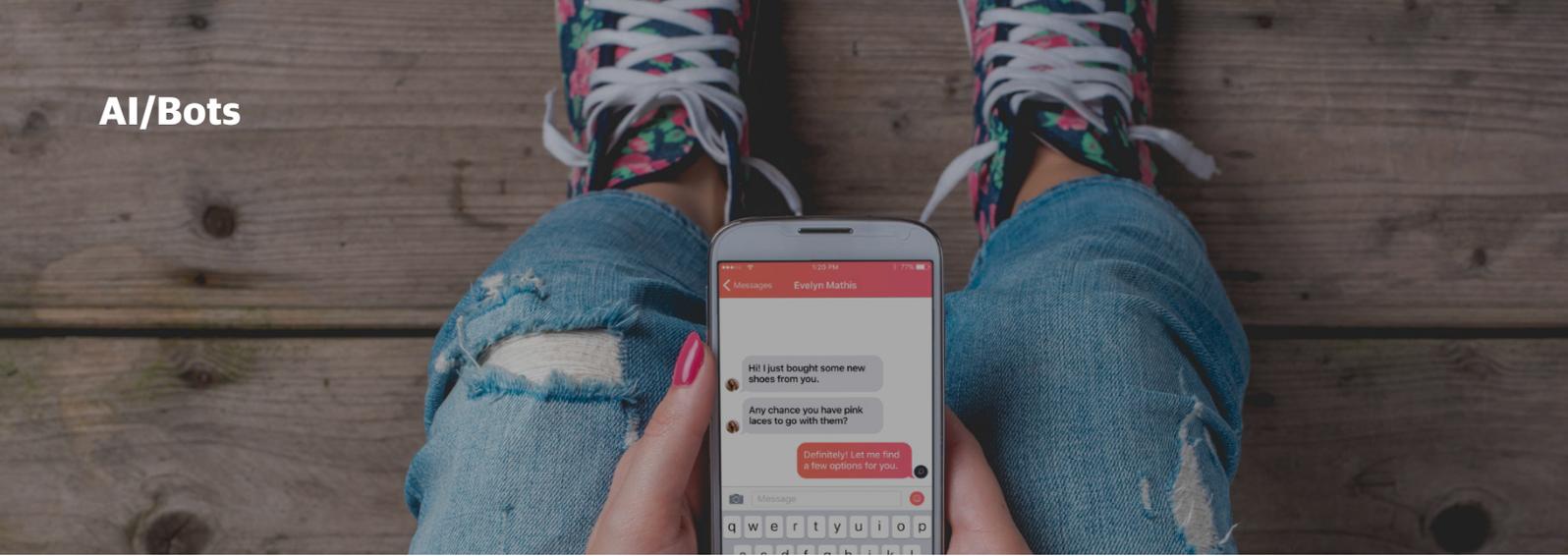
Reduce cost

Chatbots will create cost savings of more than £5.97 billion annually by 2022.

- Juniper Research

Stop wasting your customer's time with dumb bots.

- Unscripted and adaptable
- Omnichannel
- Single "bot," multiple use cases
- Symbiotic relationship with human associates
- Easy and efficient to add use cases and channels

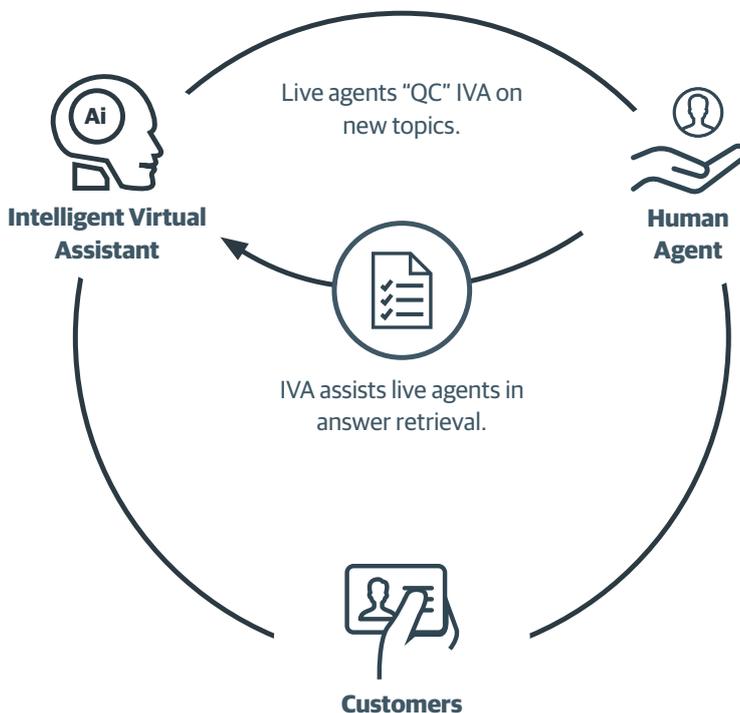


From bots to Intelligent Virtual Assistants

Most of today's bots are highly scripted, channel-specific, and limited in their ability. The result: a frustrating experience for customers. We help brands move from bots to Intelligent Virtual Assistants (IVAs). Our IVAs create a personalised experience with human-like empathy. IVAs learn from past interactions and connect both voice and text channels. If a live support associate is needed, the IVA automatically and seamlessly transfers the customer.

Intelligent Virtual Assistants can:

- Listen across voice and text channels
- Understand enquiries and sentiment, in all required languages and across all use cases
- Respond with personalised and contextual answers
- Know when to escalate to a human associate and seamlessly transfer the customer
- Remember what it has learned



Solutions



RealPlay

RealPlay Simulated Learning uses IVA technology to enable associates to "self serve" a portion of their training.



Agent Assistant

Agent Assistant leverages artificial intelligence to help agents access the right information to resolve issues most effectively and efficiently.



Customer Assistant

Virtual Customer Assistants directly handle customer queries and can escalate to an agent as needed.



Marketing Assistant

Marketing Assistant leverages "next best action" predictive artificial intelligence to qualify leads or proactively engage qualified customers.