

Features

AI-powered virtual assistant capable of automatically interacting with users to answer questions, execute processes, and provide 24/7 support.

Objective

Automate frequent interactions, reduce agent workload, and enhance the user experience through immediate and accurate responses.

Key Features

Automated Customer Support

- Immediate responses to frequently asked questions.
- 24/7 availability.
- Natural language understanding.

Query Management

- Automated resolution of common inquiries.
- Information retrieval from knowledge bases.
- Delivery of personalized information.

Agent Escalation

- Automatic transfer to a human agent when a request requires human assistance.
- Conversation history preservation.
- Seamless service continuity without loss of context.

Enterprise System Integration

- Access to information from enterprise systems.
 - CRM integration.
 - ERP integration.
 - Consumption of services and APIs.
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