VIRTUAL AGENT

Replace live agents with a 24/7 virtual agent, involving human support only when necessary.

- Features
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- Infrastructure
  - Architecture
- Use Cases
  - Customer Service
  - Collections
  - Sales

Features

The way businesses engage with their customers has evolved with **Digital Transformation**, leading organizations to adopt multiple communication channels that allow users to choose their preferred method of contact. However, the **WHAT** has not changed, as core activities remain the same, including collections, sales, promotions, and customer service.

The **VIRTUAL AGENT** service changes the **HOW** by replacing a **LIVE AGENT** for selected activities and involving human support only when necessary.

Brochure

Brochure_Virtual Agent_ENG

Infrastructure

Architecture

The following diagram illustrates the architecture and interaction flow of the **Virtual Agent** solution with voice capabilities.

The interaction begins when the user communicates with the **Virtual Agent** via text or voice. The message is analyzed by the **Natural Language Processing (NLP)** module and processed through **Artificial Intelligence (AI) tools**, which incorporate business rules, operational workflows, and user authentication.

The system retrieves information from sources such as **Google Sheets, databases, CRM, and ERP systems** to generate the appropriate response.

Finally, the **Natural Language Generation (NLG)** module delivers the response in text format or converts it into speech using **Text-to-Speech (TTS)** technology.

When required, the interaction can be escalated to a **Live Agent**.

Use Cases

You define the characteristics and business rules of your **ideal agent**.

Use Cases

Customer Service

- General information
- Billing inquiries and clarifications
- Incident reporting
- Customer loyalty and engagement
- Customer retention
- Data updates
- Proactive notifications regarding potential issues
- Reduction of inbound calls

Use Cases

Collections

Manage different portfolio segments and tailor collection strategies based on delinquency levels and the business rules defined by the customer according to their industry.

- Early-stage delinquency
- Late-stage delinquency
- Charged-off accounts

Use Cases

Sales

- Lead generation
- Customer pre-qualification
- Promotions and offers
- Upselling and cross-selling of products and services