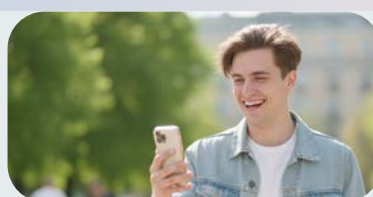


Virtual Agent

Replace live agents with an available 7x24 virtual agent, using human personnel only when necessary.



Built to Empower You

**Digital first,
human where
it matters.**

Virtual Agent service emulates **speech or text conversations in natural language** similar to human using **Artificial Intelligence (AI)** and **Natural Language Processing (NLP)** tools.

Frictionless Capabilities



Offers a personalized
24x7 digital experience
to perform repetitive activities
under a defined context.



Power your Business
by automating answers to
FAQs, troubleshooting,
personalized queries and
transactions.

Our Highlights

- **Availability 7X24**
Can handle multiple simultaneous conversations, improving efficiency and reducing costs compared to human-based interactions.
- **Personalized experiences**
Collects user data to provide personalized and relevant experiences, which can improve user satisfaction and brand loyalty.
- **Efficiency & saving**
Handle multiple conversations at the same time, improving efficiency and reducing costs compared to human-based interactions.
- **Best practices**
Use artificial intelligence techniques to analyze and understand users' problems to provide accurate and effective solutions.

Create your perfect agent

- Adapt all the qualities and business rules to the perfect fit of your company.
- Easily integrated with your current systems for real-time monitoring and analysis of virtual agent performance.
- Complete customization to meet the specific needs of any business sector: Collection, Customer Service, Sales, and more.

**Revolutionize your customer
service strategy.**