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.

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