

# Intelligent Virtual Agents

Helping you automate customer service. Virtually.



## Overview

Consolidated Communications AI-powered Intelligent Virtual Agents automate the routine and repetitive conversations handled by live agents, freeing your live agents to provide value where they're most needed. Organizations of all types, from small businesses to Fortune 500 enterprises, entrust the front line of their call centers to Virtual Agents. Businesses and government organizations alike rely on Consolidated Communications to streamline inbound and outbound customer communications. Leading retailers connect callers to local stores and departments by allowing them to simply speak the name or zip code of a store they want connect to. Hotel chains use Virtual Agents to book reservations and act as "virtual concierges". Fast food chains take orders and process payments over the phone and through SMS. Major brands offer automated service and health care providers automate appointment scheduling.

## Benefits

Demand for AI-powered customer service has never been higher as businesses realize the benefits of using Virtual Agents. A recent survey by Gartner, Inc. showed that 25% of customer service and support operations will integrate virtual customer assistant or chatbot technology by 2020. Primary benefits being realized by organizations are:

- **Cost Savings** – Many companies still use human agents to do repetitive tasks. Assigning those tasks to Virtual Agents will help your organization to significantly decrease support costs
- **Improved Customer Experience** – consumers are becoming more demanding. They now expect an immediate service response anytime, anywhere and on any device. They are also increasingly looking for self-service options enable them to solve problems without speaking to a live agent—and customers almost always prefer a Virtual Agent to waiting for a live agent
- **Digital Transformation** – Building closer relationships with your customers and prospects through digital and online technologies is essential. Virtual Agents can be a lynchpin in your digital transformation strategy because the level and quality of service they offer will give you a competitive advantage.
- **Greater Compliance** – Virtual Agents can help organizations avoid violations and penalties. Our PCI-DSS and HIPAA-compliant Virtual Agents are able to collect sensitive customer data without revealing any information to a human agent
- **Innovation** – Our mission is to make it easier for you to deliver new innovations to your organization. We do this by giving you access to latest and most advanced Conversational AI technologies and a way to easily package and deploy those technologies as self-service

## Agent Skills:

- Basic IVR
- Speech Recognition
- Natural Language Processing
- Text-to-Speech
- Voice Biometrics
- Tone Analyzer
- SMS
- In-App Chat
- PCI-Payments
- HIPAA-Compliance
- Intelligent Callbacks
- Broadworks Integration
- Workflows
- Outbound Dialer
- Remote Data Connectivity

## What Makes a Virtual Intelligent Agent?

Intelligent Virtual Agents are automated, self-service applications that you can offer to your customers. They offer capabilities that are similar to human service and support agents – they just never rest or take a vacation – and they're substantially cheaper.



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