[24]7.ai

[24]7.ai for Voice Personal Assistants

Enable natural conversations on popular smart devices.

Get things done without lifting a finger

Voice assistants are transforming the way customers interact with brands, with many people preferring hands-free interactions to the traditional touch interface. In addition to smartphone voice assistants like Siri and Cortana, smart speakers like Amazon Echo powered by Alexa and Google Home powered by Google Assistant are becoming more and more widely used.

With millions of consumers bringing smart devices into their homes, brands need to extend service to this new channel to stay relevant and meet your customers where they are. And to create a truly satisfying experience, you need to go beyond simple question and answer type responses—savvy consumers expect more.

[24]7.ai can help. Our [24]7.ai Engagement Cloud™ makes it easy to extend the automation you've already achieved on IVR or web to new virtual personal assistant (VPA) channels. Seamlessly integrate customer service into popular devices and carry on rich, natural feeling conversations with customers—in their homes, at their convenience. Advanced natural language processing and speech recognition technology lets consumers complete complex tasks and transactions such as booking flights, comparing products, or resolving account issues, simply by speaking with the VPA. And with [24]7.ai powering the conversation, AIVA can easily connect customers to an agent if they need extra help.

Why choose [24]7.ai to power VPA conversations?

- Seamlessly support customers on popular assistants like Alexa, Google, and Siri.

- Power conversations and transactions for multiple intents and entities

- Models built using Natural Language Workbench customized for VPA.

- Development tools to author and maintain conversational applications

- Speech Synthesis Markup Language (SSML) support

Here's how it works

Designing conversations and creating experiences on a VPA is complex. Without the right knowledge, many companies end up creating functions, Alexa skills, or Google actions that can only support a simple question and answer dynamic. For consumers looking to do more on their smart speaker, this is disappointing and frustrating.

To make the most of this rich opportunity, you need to engage customers in actual conversations and help them do more than get basic information. Completing trickier tasks will take the experience to the next level, boosting satisfaction and driving loyalty.

When you build your experience with the [24]7.ai Engagement Cloud, customers can have real conversations with the VPA and get things done. Leverage omnichannel customer data to anticipate intent and natural language to understand what they mean, not just what they say. Automate smart responses and guide customers to complete transactions.

Architecture
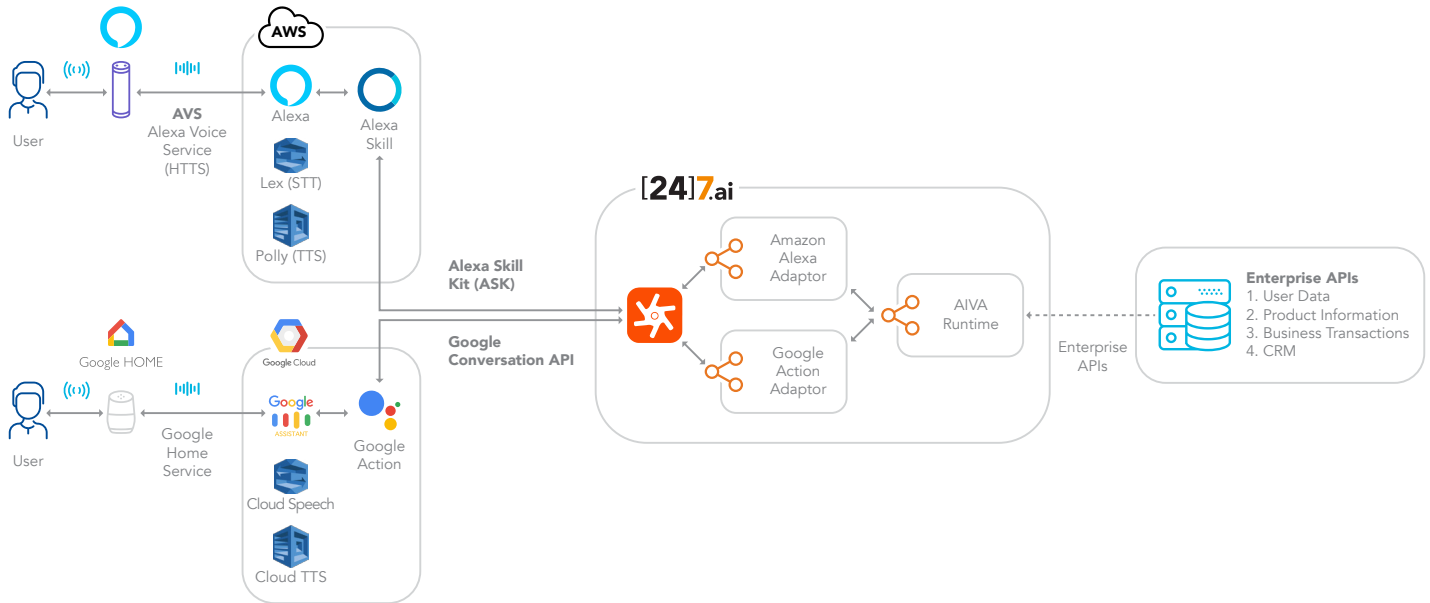
Connect with consumers in their homes

Voice assistants are being used in millions of households across the country, and market leaders are already leveraging them for customer service. Now is the time to add this channel to your support strategy, and [24]7.ai is the partner you can trust to help your brand shine. We're an industry leader in delivering advanced natural language applications for voice and digital channels. Gain a competitive advantage with expertise in speech recognition, conversational AI, deep neural networks, and voice user interface design paired with enterprise-grade delivery.

For existing [24]7.ai customers, you can leverage the solutions, models, and conversational designs you're already using on other channels to give customers a consistent, familiar, and superior experience with any VPA or smart speaker

- **Drive better understanding and better outcomes**
  Let customers speak naturally and understand what they mean.

- **Elevate the voice assistant conversation**
  Extend the capabilities of your existing [24]7.ai solutions to VPA channels.

- **Deliver consistent omnichannel experiences**
  Leverage a single intelligence model across all your customer touchpoints.

Engage your customers in smart conversations and make it easy for them to get things done using a VPA. Leverage the [24]7.ai Engagement Cloud to enable seamless integration and superior experiences. Talk to your [24]7.ai representative today to learn more.

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About [24]7.ai

[24]7.ai is redefining how artificial intelligence, human insight, and deep vertical expertise can produce personalized, satisfying customer experiences across all channels. Our advanced conversational AI platform predicts consumer intent and creates frictionless interactions that help the world's largest and most recognizable brands to strengthen customer relationships and increase brand loyalty. With more than two decades of contact center operations expertise, [24]7.ai empowers companies to deliver natural, consistent conversations that increase customer satisfaction while lowering costs.

For more information visit: www.247.ai