

***versaVoice* AI 'Customer Services Agent' Chatbot**



An intelligent, knowledgeable, multilingual virtual sales agent, available to converse with callers 24/7 and offer a professional support service for your business.



Who Benefits From ‘Customer Services Agent’

FROM THIS



TO THIS



Some Example Use Cases for our AI Agent: -

- A US manufacturer of Access Control Systems who needed to provide support to both the company (in the event of a problem) and to their clients directly if their automated access credentials did not work
- A Philippine-based company which offers ‘support center’ services to their many clients, ranging from retail companies to service providers
- An International distributor of ‘white goods’ needing to provide 24/7 access to support its agents
- An India-based Travel Company which offers its clients international booking and travel support

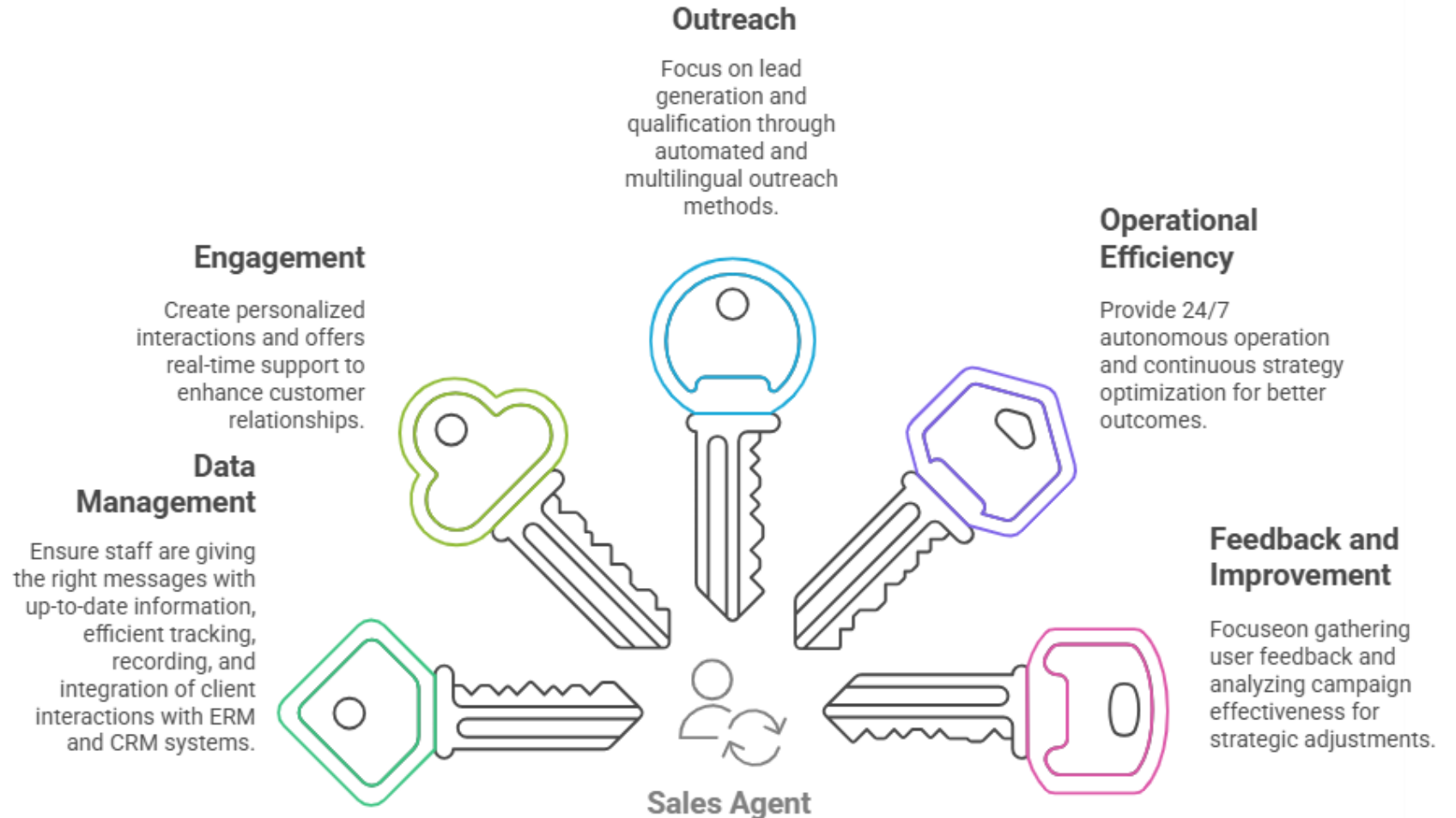


Understanding a Customer Services Agent's Duties

Many businesses already have established ways of doing sales management which work just fine; except that they rely on humans to do the work!

This usually restricts operations to normal business hours and often leads to long errors and oversights.

Also, keeping the sales team up to date with the latest product information and ensuring they are delivering the right messages is difficult to monitor effectively.





How a versaChat AI 'Support Agent' Helps



The Problems of Relying on Human Agents

- Staff Turnover - many staff see the role as a stepping-stone to higher things
- Keeping staff trained and up to date with products and services
- Documenting support histories time-consuming
- 'Out of business hours' difficult and expensive to cover
- Lunchtimes and breaktime rosters
- Live Agent forwarding
- Scaling for growth

Our 'AI Customer Services Agents' offer: -

- 24/7 working
- Efficiently servicing (up to 10 Customers at once)
- Live Agent forwarding when necessary
- Automatic conversational knowledge base updating
- Multi-lingual support
- New Service Delivery opportunities:
 - ConnectX telephone & Messaging Integration
 - Text, Voice and Avatar options
 - SaaS opportunities for Service Providers
 - Website Integration
- Cost-efficient scaling for future growth





vInnovate Technologies

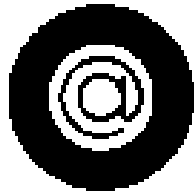
Find Out How an AI Chatbot could transform YOUR Business



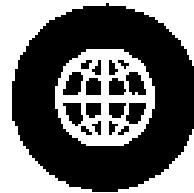
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