

LiaaTM

AN INTELLIGENT VIRTUAL AGENT



Meet expanding customer demands for
increased quality and access to self-service options
24 hours a day, 365 days a year

Liaa is an AI-powered virtual agent that can seamlessly integrate with enterprise third-party data and other solutions for workforce optimization, customer experience management, and business process automation to deliver fully integrated, authentic interactions for customers across voice and digital channels.

Advanced capabilities mean customers don't feel like they are talking to a bot

Though customers often prefer self-service options, they also want fluid, frictionless interactions. Liaa utilizes Natural Language Understanding (NLU) and Natural Language Processing (NLP) to create conversations that feel like the real thing. Liaa understands the "intent" of the interaction, extracts related information associated with the intent, and offers a conversational response.

OnviSource

OPTIMIZE & AUGMENT AGENT PERFORMANCE

Optimize agent performance with real-time access to databases and knowledge management systems.

Automate repetitive tasks to reduce response times and increase overall performance.

Improve service quality and speed, enabling agents to handle larger workloads more efficiently and focus on more complex interactions.

The benefits of Intelligent Virtual Agents

- Faster response and resolution time
- Reduction in employee stress and burnout
- A self-learning system
- Unlimited and rapid access to knowledge
- Predictive and proactive support
- Increased productivity of customer service teams
- Significant reduction in payroll expenses, as many virtual agents can be monitored by a single live agent

Your path to excellence for

Agents

Act in place of live agents for routine customer inquiries

Augment agent performance with real-time help

Real-time guidance and next-best action recommendations

Customers

Provide self-service options for customers

Gather contextual data while waiting for live agents

Live agent monitoring and escalations

Business

Scale virtual agents up and down as needed

Seamlessly interface to third-party chat platforms

Fully integrated with knowledge management systems

