IPBRICK

BY EXPANDINDUSTRIA

IPBRICK VIRTUAL ASSISTANT VOICEBOTS AND CHATBOTS

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IPBRICK's VoiceBots and ChatBots solution integrates several services that allow the automation of calls's flow and instant messages using Artificial Intelligence techniques.

How many of us have spent long minutes on a call and ended up hanging up, overwhelmed by the fatigue of waiting time? If, on one hand, we are dissatisfied as customers for not meeting our objective, on the other hand we have companies and employees under pressure for not being able to respond to the needs of these customers.

The IPBRICK Voicebot solution can understand the language used by the customer, understands their intention and gives them an immediate response, without long waiting times. This revolution in customer service increases the satisfaction of customers who are tired of spending hours on the phone to solve simple issues, and companies manage to keep their employees dedicated to attending to more complex issues.

It also allows interaction with other applications, making it possible to obtain and consult information that will define the follow-up to be given to voice calls. Information consultation actions can be triggered in Document Management and Processes (iPortalDoc), in integration with the Call Center solution, in internal customer applications (webservices), in external databases, among others.

The information obtained is processed using artificial intelligence techniques that, with advanced phonetic systems, allow the processes of answering and making calls made by humans, using their natural language, to be handled in a fully automatic way by assistants smart voice messages.

The automation of voice or chat service processes is applicable to various sectors of activity, such as: Finance, Customer Service, Health, Hospitality and others

FINANCE
- Loan/credit simulator;
- Customer identification (name/account ID/PIN / ...);
- Payment data;
- Account Status.

CUSTOMER SERVICE
- Get the status of a service request;
- Request for support;
- Frequently Asked Questions (FAQ);
- Complaint.

HEALTH
- Make an appointment;
- Search Schedules;
- Preventive vaccination campaigns.

HOSPITALITY
- Book a room / event;
- Confirm the status of a reservation;
- Quality inquiries.

BENEFITS

Use of transversal resources for all age groups: voice and chat.

Customer approach.

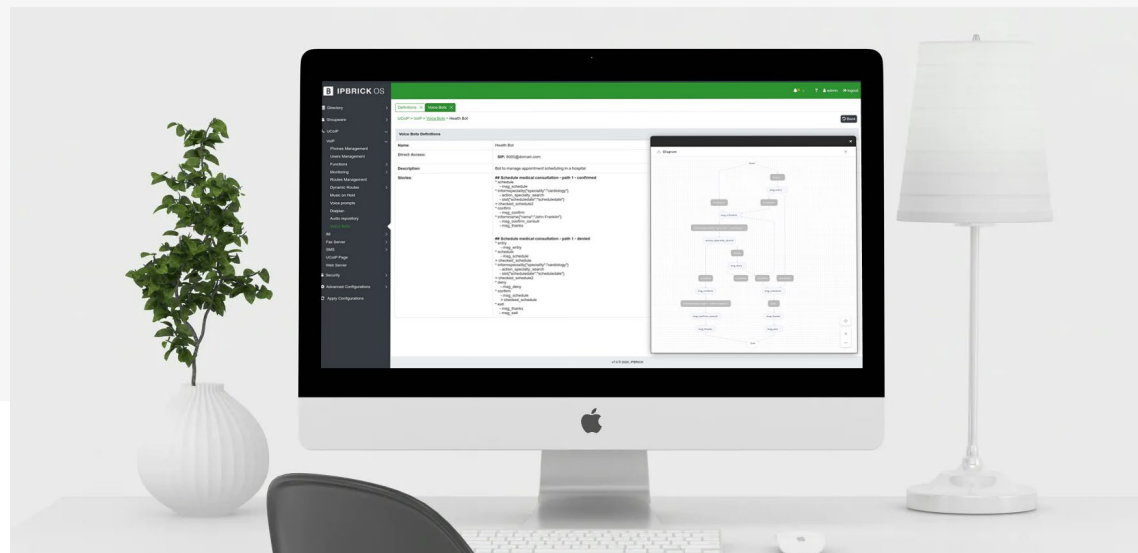Avoid repeating information.

Reduces waiting time.

Better customer experience.

Fast and efficient service.

Increased employee productivity.

ChatBot and VoiceBot Solution Features

• Allows the configuration of an unlimited number of VoiceBots and ChatBots;

• Natively integrates with AI (Artificial Intelligence) platform;

• Support for configuration and integration with STT (speech-to-text) and TTS (text-to-speech) solutions;

• Provision of interfaces (web front-end) for managing and configuring VoiceBots and ChatBots;

• Provision of interfaces for managing and configuring call and chat flows using the AI system;

• Speech/text recognition based on AI (Artificial Intelligence);

• Support for configuring VoiceBots and ChatBots for different languages;

• Native integration with the telephone exchange and the respective service functions provided (Queues, IVRs, Service Groups, Sequences, among others);

• Integration with Document and Process Management system (iPortalDoc);

• Integration with other platforms/applications, enabling real-time interaction and decision-making on voice calls;

• Allows the configuration and use of voicebots in surveys, for example, satisfaction, quality, among others;

• Allows the integration and use of VoiceBots and ChatBots on websites;

• Recording and archiving in the Document and Process Management system of calls received or made by virtual assistants.