

[24]7 Conversations™

Automate personal, natural interactions across every touchpoint with industry-leading conversational AI on a unified platform

Industry Leading Conversational AI Across Channels

When you're managing multiple bot systems, vendors, and workflows across different platforms, it's impossible to provide a smooth customer experience. Training agents on multiple consoles eats up time and money, and protecting data and privacy becomes more and more complex. Many enterprise solutions are complicated, with tools that are difficult to navigate, requiring custom engineering and additional input.

[\[24\]7 Conversations](#) combines artificial intelligence (AI) with human insight (HI), enabling you to predict and resolve consumer inquiries with speed and efficiency. Build bots for messaging, web, mobile, or IVR in one place, and deploy across all your channels.

Key Business Benefits



Lower costs with smarter automation

Optimize automation through intent prediction and pre-built sentiment and social models. Unburden your agents to save time and money.



Reduce calls and increase satisfaction

Make it easy to connect with your brand through messaging channels, and integrate with other NLU platforms to resolve more inquiries, more effectively.



Build once, deploy everywhere

Create your customized models and quickly deploy across numerous channels to deliver a seamless customer experience.

Deliver better AI at every touchpoint

Create, deploy, and manage conversations across all messaging and digital channels, all from a single UI. Engage customers in visually rich, personal conversations on the platforms of their choice.

A consumer can perform a Google search of your business on their phone, click the chat icon, sending them directly to native messaging via Google Business Messaging to ask questions about your products. Later that day, they can place their order through interactive chat on your website, and the next day ask delivery status through your mobile app.

Product Features

FEATURE NAME	FEATURE DESCRIPTION	WHY YOU NEED IT
Conversation Builder	WSYWIG conversation authoring tool which allows you to build, test and enhance sophisticated multi-turn AI-enabled digital bots	You can focus on building conversational flows without getting bogged down by the underlying model complexities
Model Workbench Tool (MWB)	Self-serve tool for building, testing, and tuning NL models that drive automation. It enables you to build models from structured datasets with no coding involved	You can use MWB to build and test digital and speech NL models with reasonable accuracy while expert users like data scientists can use MWB to improve model performance
Conversation Simulator	Conversation Simulator is a preview tool to test the customer experience with the bot you just created	You can also use any Active Cards forms (cards or sliders) that are included in the interaction
Intent Discovery Tool	Enables you to identify top intents to solve using chatbots by analyzing historical chat transcripts	Uses unsupervised learning to cluster conversations without any tagging significantly reducing the effort and time involved in the chat setup process
Omnichannel Capabilities	Conversations can be deployed across multiple channels, from messaging channels to digital channels and voice	Expand your capabilities with a single UI to build, deploy, and manage your conversational AI
Intent Classification (NL Based)	AIVA™, our conversational AI technology layer, uses Natural Language Processing (NLP) to classify an end users conversational intent	Our AIVA technology will process the intent classification and enables the right response at the right time ensuring a great customer experience
Seamless Escalation to Human Agents with Context and Conversation	When a customer is escalated to an agent, the agent sees the full conversation history and context right away	Customers never have to repeat themselves, creating better NPS and CSAT results
Vertical Ontologies	Pre-built intent models are available for various vertical markets	Ensuring faster path to initial deployment
Sentiment and Social Detection	Advanced NLP extracts prebuilt sentiment to escalate customers to agents when needed	Prioritize unhappy customers and offer them special services

Automate Your Conversations on One Seamless Platform

Deliver an exceptional customer experience across channels. Our AIVA conversational AI technology understands customer intent so you can deliver the right responses at the right time. And with everything in one UI, you can manage and deploy everywhere – saving time and money.

Up to

6%

lift in CSAT

Up to

50%

self-service automation

6M

in cost savings from routing with predicted intent

Personalization

- NLP for intent classification to deliver the right response at the right time
- Sentiment and social detection to resolve issues faster with less friction
- Context and conversation history to improve service
- Active Cards to guide customers through complex interactions

Unified platform

- Omni-channel capabilities for easy cross-channel deployment
- Content management tools to modify bot responses and decision trees
- Pre-built intent models for multiple vertical markets
- Model Workbench to manage intent models

Security and compliance at scale

- GDPR, PCI, and DDS compliance
- Privacy, security, and data preservation
- [24]7.ai platform™ resides in the cloud

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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