

# [24]7 AIVA Industry-Leading Conversational AI Technology

Better customer experiences start with better technology.

## Automate conversations with human insight

Consumers today expect more than ever before. They want to connect with brands on their channel of choice when and how it's convenient for them. Whether this means reaching out via phone, chat, or messaging channels, they're looking for the same kind of experience. Fast. Easy. Personalized. They expect businesses to recognize them, anticipate their needs, and help them get things done—quickly and with minimal effort. For businesses, the key to meeting and exceeding these expectations across channels and at scale is intelligent automation. And AIVA leads the industry in delivering conversational interactions that are near human, powered by smarter AI.

AIVA combines the world's most advanced natural language processing (NLP) technology with an intent-driven engagement platform to enable automated conversations that feel natural. AIVA can understand slang, local nuances, accent, and dialects, and can be trained to emulate various tones of voice. It even recognizes when a customer is upset and transfers them to an agent. And with omnichannel orchestration, AIVA ensures a consistent, familiar customer experience at every touch point. Messaging has transformed the way people keep in touch with each other in their day-to-day lives, and now it's changing the way they interact with brands, too. The ability to carry on conversations asynchronously is a game changer for companies and consumers alike. AIVA powers conversational AI across messaging channels to meet your customers where they are, boosting satisfaction and loyalty.

Powering every interaction with AIVA enables clients to deliver superior experiences, control operational costs, and elevate outcomes. It's better for customers, better for agents, and better for business.

## Transform customer service with smarter AI

- Control operational costs by automating conversations
- Anticipate customer intent and accelerate resolution
- Drive digital transformation and self-service containment
- Boost customer satisfaction by delivering superior experiences
- Increase agent productivity and reduce average handle time
- Multi-languages to reach key global markets
- Reach key global markets with more than a dozen languages

<p><b>Natural Language Processing</b></p>	<p>Natural language processing (NLP) understands user utterances and classifies the intent.</p>	<ul style="list-style-type: none"> <li>• AIVA technology processes the intent classification and enables the right response at the right time, ensuring an excellent customer experience.</li> </ul>
<p><b>Sentiment Analysis &amp; Social Detection</b></p>	<p>AIVA's advanced NLP intelligently abstracts prebuilt sentiment and social models to prioritize and seamlessly escalate to an agent when it predicts that your customer needs to speak with an expert.</p>	<ul style="list-style-type: none"> <li>• Escalate to a human agent sooner when a consumer is showing signs of frustration.</li> <li>• Prioritize unhappy customers in the system, placing them in special queues or offering exceptional services.</li> <li>• Sentiment detection will recognize an angry customer and immediately route them to an agent.</li> </ul>
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<p><b>AI and Deep Learning Powers Better Customer Experiences</b></p>	<p>AIVA brings smarter and more accurate automation to customer interactions by using deep learning technologies combined with our unique collaborative tagging to learn and evolve.</p>	<ul style="list-style-type: none"> <li>• AI can be built by rule-based models, automated by machine learning, or a combination of both. Rule-based AI is manual and time-consuming to develop and maintain.</li> <li>• With deep learning or a machine learning process, AIVA learns from interactions between customers, bots, and human agents, optimizing intent models and further improving response accuracy over time.</li> </ul>

## Key Benefits

### Automate a human touch with AI that has an EQ

Leverage prebuilt sentiment models to recognize angry customers and quickly move them to the front of the line. Unlike most AI platforms, AIVA can detect when a customer is upset and prioritize service by escalating them to a live agent. This emotional intelligence paired with advanced natural language processing (NLP) helps you understand what your customers mean, not just what they say. And social models give your chatbot or virtual assistant personality because automated interactions that feel more human makes a big difference to customer satisfaction. That's the power of smarter AI.

### Keep learning, evolving, and improving customer experiences

Customer needs and expectations are constantly changing, which is why it's not enough to optimize CX once. AIVA combines deep learning technologies with our unique collaborative tagging to learn and evolve, bringing ever smarter and more accurate automation into the equation. We start with AI models trained on two decades of contact center expertise and add technology that enables the AI to learn by association. AIVA uses interactions between customers, bots, and agents to learn and improve continuously. The result is more accurate intent models and responses, and better results.

## What Makes AIVA Better?

### Real Machine Intelligence, Not Just Rules

Simple chatbots are everywhere for a reason. They claim AI, but don't extend beyond simple FAQ interactions. Real machine intelligence understands consumer intent, empowers natural conversations, and leverages deep learning and turn-key industry journeys to enable better experiences from day one, period.

### Self-Learning is Here with [24]7 AIVA

Read analyst reviews. AIVA is starting to deploy self-learning tools that leverage automated deep learning to truly systematize the discovery of customer intent and specific journeys. The scope and speed dwarfs engineered models with 10 times the results and real-time scalability.

### Smart Enough to Collaborate with a Human Agent

Handing off the conversation to a human agent was just the first phase. AIVA is the only virtual assistant that can retrieve one piece of data from a human agent while the customer waits briefly, then AIVA gets what it needs and continues the dialogue. The customer gets served, the increased ability boosts containment and leverages the best of human agents.

## Contact us

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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](http://www.247.ai)