



## Virtual Agents and Artificial Intelligence

Reduce costs up to 30% and improve attention by automating conversations with artificial intelligence and virtual agents.

\*Source: BI Intelligence, The Chatbots Explainer

More information



### We know your challenges and we have the solutions:

#### Appointment management

Provide an appointment management service always available and automated in clinics, workshops or public services, among others, through a virtual agent.



#### Citizen services

Get rid of waiting times and speed up the resolution of procedures while maintaining the naturalness of the conversation by applying AI and virtual agents in services with high volumes of calls and queries.



#### Customer service centers

Improve customer satisfaction and service indicators by providing faster responses, deleting waits and automating repetitive tasks.



#### Booking offices

Booking management in hotel chains, travel agencies or transport companies without human intervention.



### Advantages of Virtual Agents



#### Increase satisfaction

Eliminate unnecessary waiting and provide customers with quick solutions to their queries by improving service KPIs.



#### 24x7x365 availability

Handle simultaneously large volumes of conversations 24 hours a day, 365 days a year.



#### Collaborate with agents

Human assistance to solve complex requests and incorporate learning into similar situations.



#### Gain time of value

Free agents from repetitive tasks so that they can devote their time and value to important conversations.



#### Save costs

Combine the improvement in service quality indicators with the reduction of operating costs.



#### Scalable

Always prepared to respond to anticipated or unexpected increases in enquiries.

## Virtual agents and IA solutions: Outstanding solutions



### Intelligent Conversational Network

Successfully and automatically classify 96%\* of calls in services with large volumes of queries.

\*Source: audits of services provided by Alisys



### Agentless appointment management

Don't miss the chance to schedule a visit because of an unanswered call. The solution that assigns, modifies, or cancels appointments without human intervention.



### Agentless booking management

The solution to confirm, modify and cancel bookings through phone calls, messaging apps or chat without human intervention.



### Procedure management without human intervention

Improve user experience and reduce costs with virtual agents that respond to common questions and manage simple formalities.



### Automatic surveys

Get valuable information about your users and customers and identify their needs without increasing agents' workload.

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## Intelligent Conversational Network

Successfully and automatically classify 96%\* of calls in services with large volumes of queries.

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More information



### We know your challenges and we have the solutions:

#### Contact Centers

Artificial intelligence understands user requests by talking in everyday language and forwards the call to the most appropriate organism or agent.



#### Citizen service

Eliminate waiting times and naturalize automatic call classification systems to provide a better citizen service.



#### Appointment management services

Manage appointments for public bodies, health centers or the completion of procedures without human intervention.



#### Telecom companies

Add features that use artificial intelligence to your service portfolio in order to improve your customers' telephone service.



### Advantages Intelligent Conversational Network



#### Remove barriers

Naturalize the service by adding AI so that users can express themselves in everyday languages maintaining the automation of calls.



#### Increase satisfaction

Eliminate waitings, dialing or closed questions and improve service quality indicators.



#### Valuable information

Analyse and understand user requests in order to make decisions about the improvement of time response.



#### React to contingencies

Always ready to respond to a increase of calls or planned or unexpected service changes.



#### 24x7x365 availability

Simultaneously handle large volumes of conversations 24 hours a day, 365 days a year.



#### Collaboration with agents

Human assistance to solve complex requests and incorporate learning into similar situations.

### Success Story:

Successful automatic classification of 96% of citizen enquiries

50.000

ID card appointment requests managed by virtual agents.

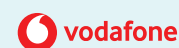


accuracy in automatic call sorting with Call Steering systems that understand colloquial language.

More than  
1.000.000

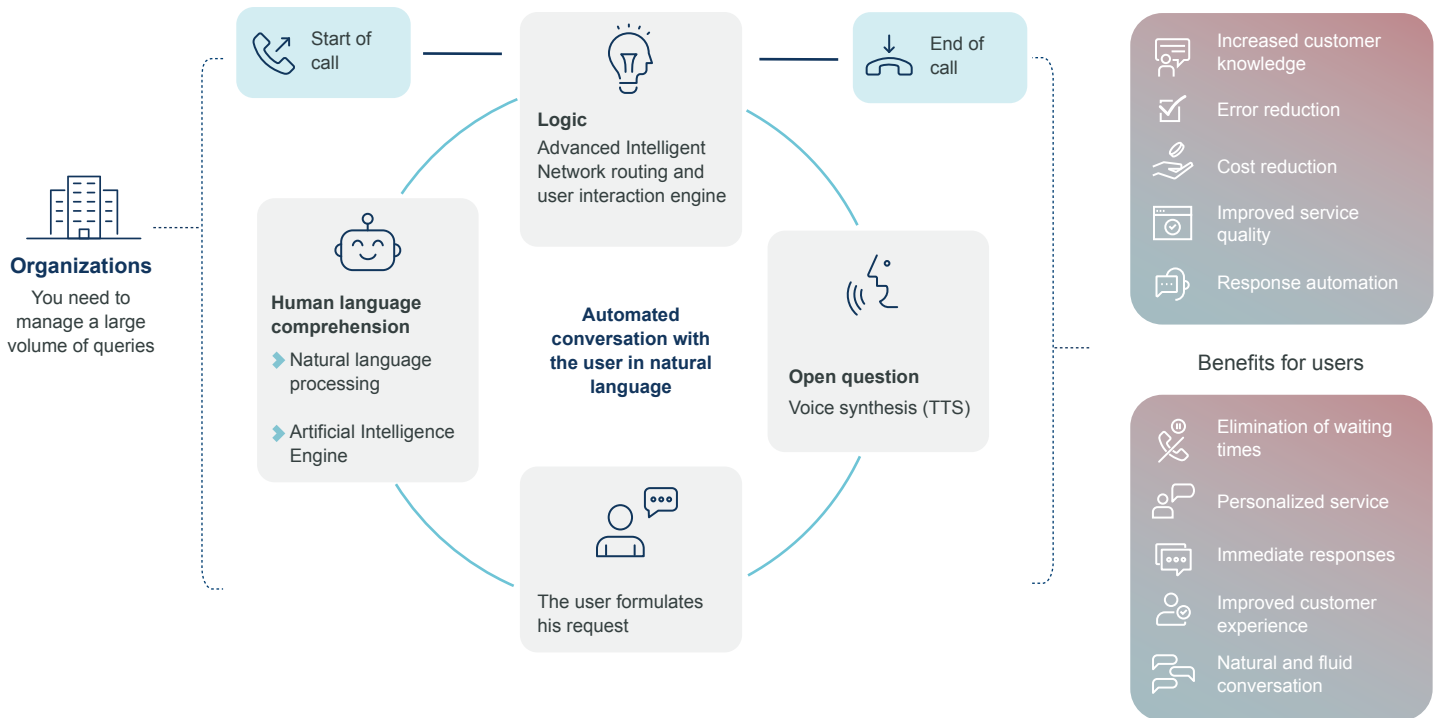
managed calls per month.

In collaboration with



## How does it work?

### Red Inteligente Conversacional



## Outstanding functionalities



### Conversational IVR

- It eliminates waits and improves satisfaction through automatic systems that allow people to express themselves naturally, without tones or selectors, and that classify the call and forward it in real time to the appropriate destination.



### Agent architecture

- Design diversions based on priority, call volume, agent availability or time, among other factors. Define roles and call types to measure service.



### Automatic routing

- Eliminates repetitive tasks through automatic routing according to origin, caller, volume, time, among other parameters.



### Wherever you are

- Manage the entire service securely in the cloud and allow agents to work remotely without losing information.



### Reports

- Monitor management and calls in real time and extract information to improve the service with your own dashboards.



### Contingency plans

- Respond to unforeseen situations by automatically or manually activating contingency plans.

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## Cloud Contact Center

Improve productivity and customer satisfaction, as well as internal and external communication.

The solution for the efficient management of large volumes of calls.

More information



### We know your challenges and we have the solutions:

#### Customer care

Quality and efficiency when dealing with large volumes of calls. Optimize resources, increase agents' productivity and analyze the service to improve customer experience.



#### Marketing and telesales

Design, run and analyze your telemarketing campaign performance through multiple channels by offering a unified user experience.



### Advantages of Cloud Contact Center



#### Always reachable

Guarantee the productivity of teleworking agents by using the same configured software and skills.



#### Scalable and flexible

No missing calls thanks to call reprogramming. Immediate scalability in the event of an increase in call volume.



#### Improve satisfaction

Continued improvement process through call recording, service monitoring and automatic surveys.



#### Productivity

Centralize customer contact, enhance agent collaboration and enable supervision. Add skills, customized reports or attention IVRs, among others.



#### Real-time analysis

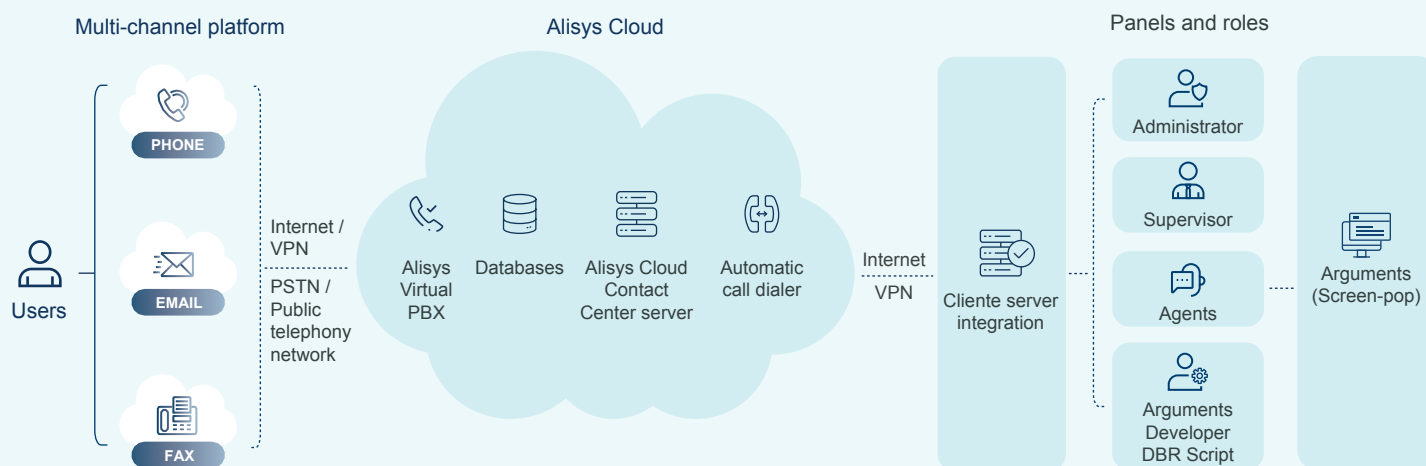
More than 75 pre-defined reports to monitor service and implement improvements immediately.



#### Information security

Information security management system certified according to ISO27001.

### How does it work?



## Use case

### Customizing the Customer Relationship

1



A company needs to improve the quality of customer service by offering a personalized service and reducing the time required to manage customer queries.

2



When an agent receives a call, Alisys Cloud Contact Center shows relevant information about the user such as personal user data, contracted services, call history or the status of open incidents, among others.

3



The support department can then offer a personalized experience and add comments that will be incorporated into the customer information.

## Outstanding features



### Reports and KPIs

Hot KPIs and more than 75 predefined or customized



### Real-time monitoring views

Possibility of listening and conferencing-in calls by the supervisor



### In-house support

Technical support service provided from Spain.



### Multimedia interactions

Email, Twitter, Chat or Back-Office.



### Dynamic Business Router

Strategic and dynamic routing of interactions, designed to optimize the return on investment.



### Multiple dialling modes

Adaptive predictive, automatic preview, manual preview and automatic dialing.



### Architecture

Pure cloud service, hosted or hybrid, on redundant platforms with dynamic virtualization systems.



### Call Recording

Record conversations and store them for as long as you need them.

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## Cloud Customer Experience

Contact improvement with customers via WhatsApp and other instant messaging channels.

The solution to consolidate communication management through different channels.

More information



Email



CX Messenger



WebChat



Telegram



Facebook



Twitter



WhatsApp

## We know your challenges and we have the solutions:

### Customer service

Improve the service by centralizing all communications through different digital channels into an interface and keep the drive in customer conversation regardless of the channel they prefer, including WhatsApp.



### E-commerce and sales

Make business through the channel that customers prefer and take advantage of their requests for cross-selling: WhatsApp, Twitter, Telegram, Facebook... Add on-the-spot payment options complying with PCI regulations.



### Marketing

Design, control and run several conversational marketing campaigns, lead capture and customer loyalty. Measure and evaluate the channels with the best performance and modify messages, templates and the structure of campaigns.



### Assistance and support

Build customer loyalty, serve and support your customers faster and easier on digital channels and WhatsApp by sharing instantly items such as location, images or documents.



## Advantages of Cloud Customer Experience



### WhatsApp Business official API

End-to-end (E2E) encryption and compliance with users' preferred messaging app policies.



### Increase of contact channels

WhatsApp, Facebook Messenger, Twitter, Telegram, WebChat, CX Messenger and email.



### Enhance conversations

Attach and receive pictures, documents and location in user communications.



### Chatbots

Reduce waiting times and extend business hours by including a bot for regular requests.



### Campaign control

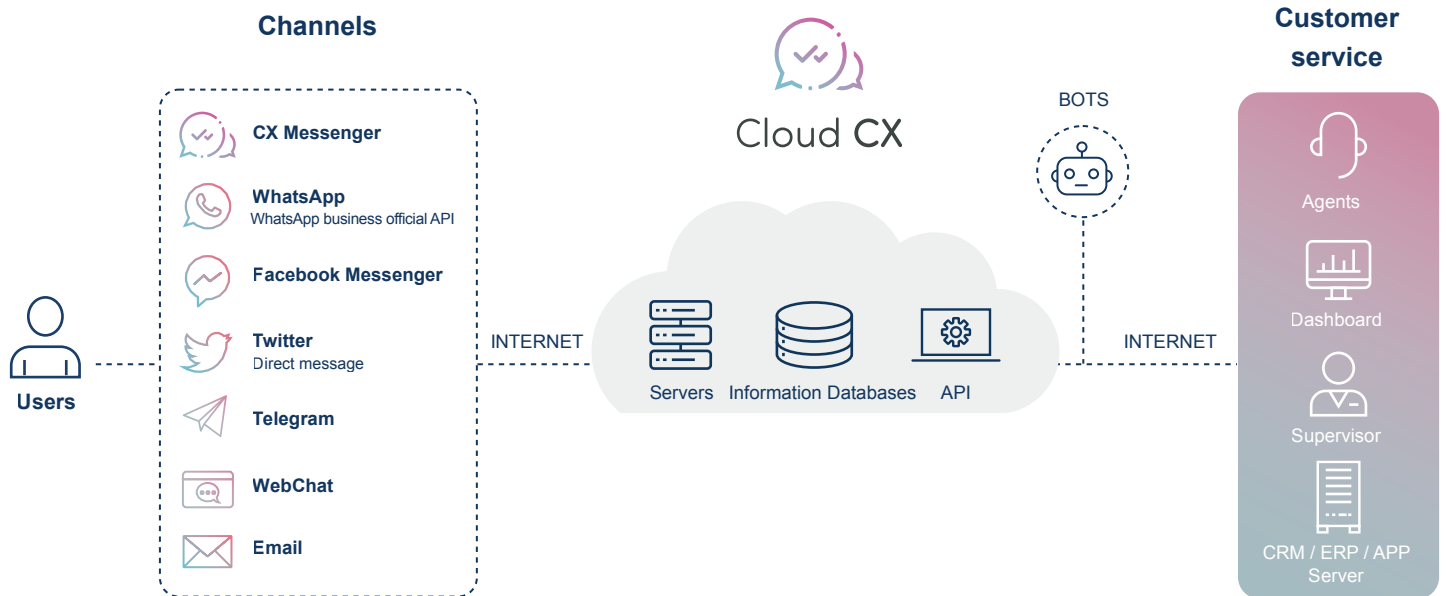
Detailed reports regarding your campaign, digital channel and agent performance from your dashboard.



### Integrable

Get maximum performance with integrations with other systems such as CRM or ERP.

## How does it work?



## Use case

### Cloud CX for the Retail Industry



## Outstanding features



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## Omnichannel Payments

Complete quickly and successfully the sales process by integrating new remote payment channels.

The solution that expands and unifies credit card collection management via telephone, text message, mail or chat.

More information



### We know your challenges and we have the solutions:

#### E-commerce

Extend your online shop beyond your website and make the process easier for customers by integrating payment methods via telephone, text message, mail and chat.



#### Customer service

Complete the purchase process by forwarding calls to an IVR that will manage the collection in an easy, fast and simple way.



#### Marketing and sales

Improve conversion rates by allowing customers to pay through the channel they prefer, either via telephone, chat, a scheduled text message or an automated call.



#### Debt collection

Launch automated debt collection campaigns and send recurring payment reminders via phone, text message, mail and chat.



### Advantages of OmniChannel Payments



#### Sales increase

Design shorter sales cycles and make instant payments easier by integrating collections via telephone, text message, mail and chat.



#### PCI security

Robust privacy, authentication and data protection systems.  
Compliance with: PCI-DSS, 3D Secure and GDPR.



#### Satisfaction improvement

Make instant payment easier for your customers through the channel they prefer.  
Available 24/7.



#### 360° view of collections

Real-time tracking of pending payments and collections status.  
Monitoring by channel and campaigns.



#### Saving

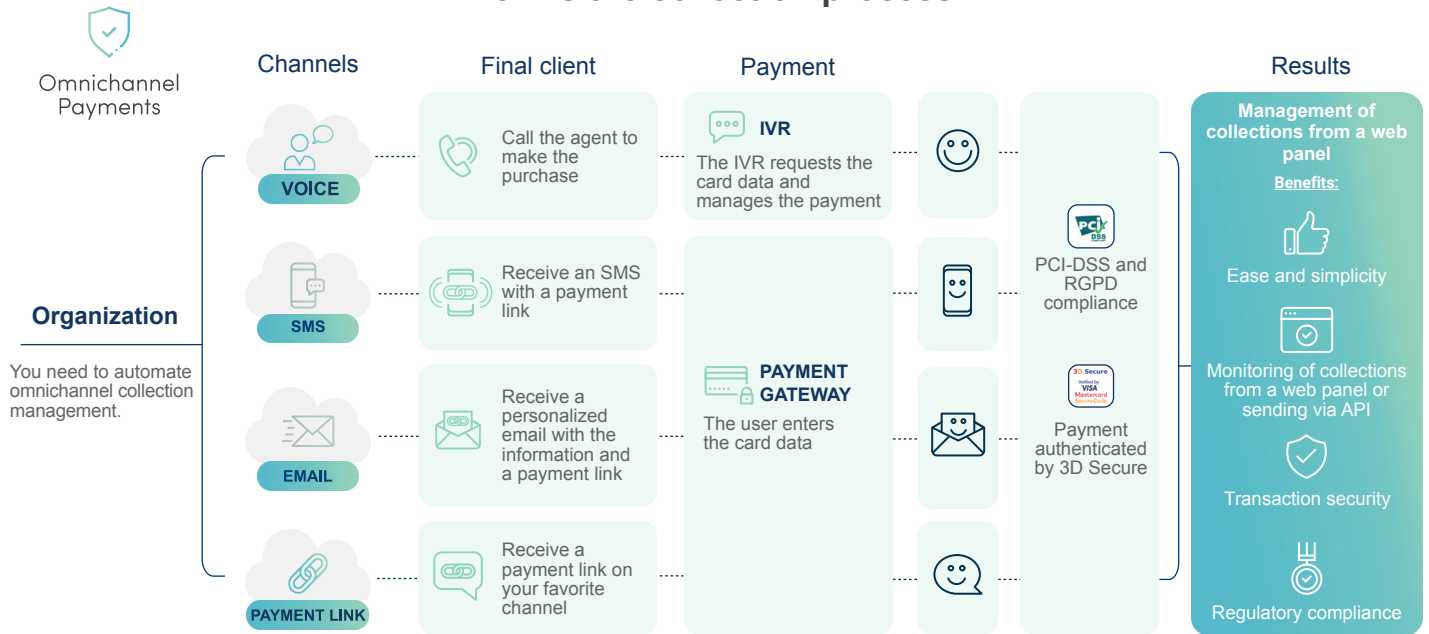
No registration fees, no initial investments or adapted payment models.



#### Integrable

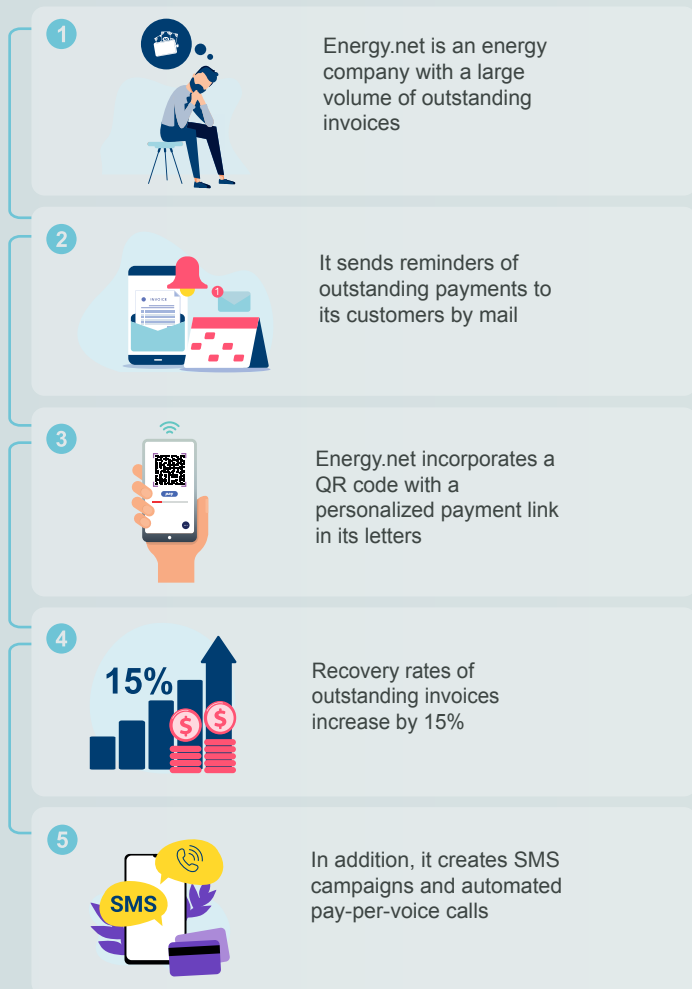
Increase performance by integrating our solution with your CRM, contact center, virtual switchboards and chatbots for automation.

# How is the collection process?

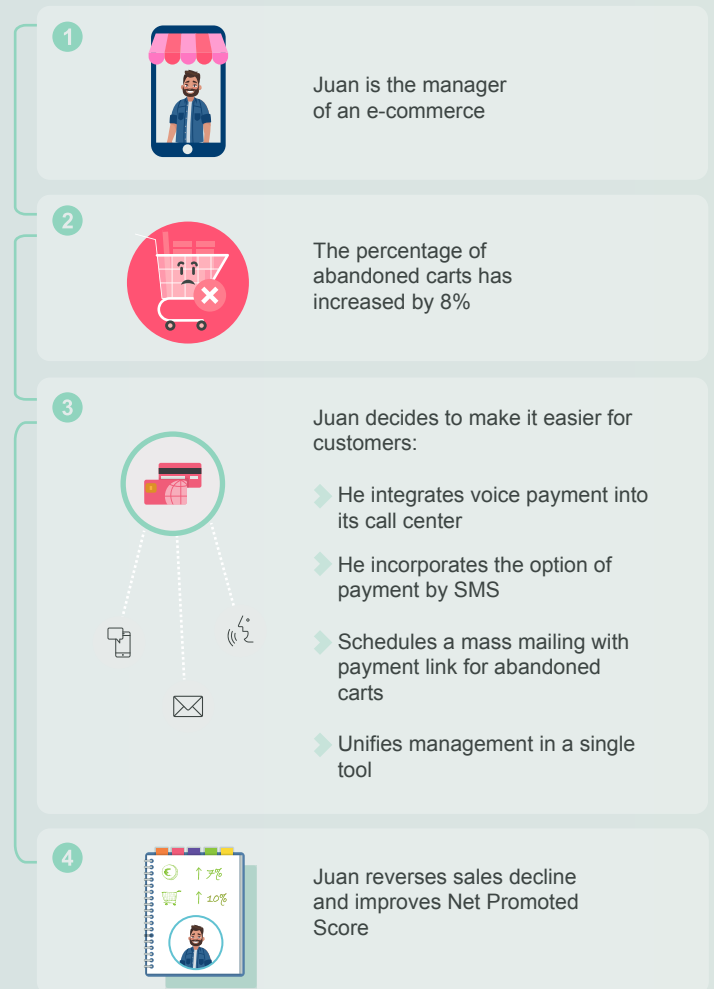


## Use cases

### Increased recoveries at energy company



### Recovery of abandoned carts from an e-commerce



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