



## 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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