



Intelligent Conversational Network

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

*Source: audits of services provided by Alisys

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.

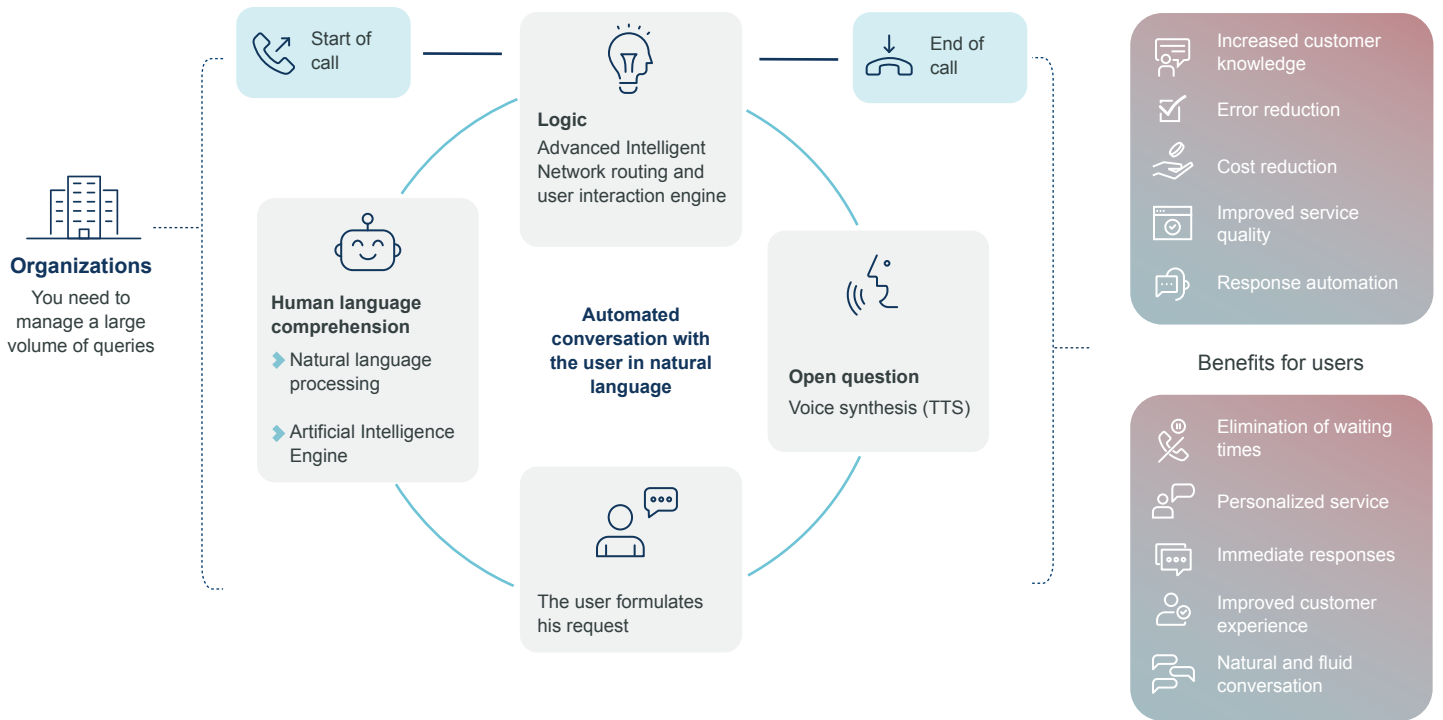
More than
1.000.000

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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