



# A SUPER AGENT AT **EVERY** CUSTOMER CHANNEL

## CHALLENGE

Today, customers demand immediate answers to their questions. They do not want to wait in a queue even for a few minutes and they do not want to navigate through complicated IVR menus. It is costly to meet this rising demand by increasing agent count.

## SOLUTION

With Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, Knowvu Virtual Agent understands customer intent and responds to the customer without the need for a live agent. Knowvu Virtual Agent increases self-service rates while decreasing costs for customer service operations.



**Groupama**

“With 97% speech recognition accuracy rate, Knowvu Virtual Agent answers 24% of our customer requests without the need for a live agent.”

— Chief Information Officer, Groupama

## BENEFITS



### INCREASE EFFICIENCY

Customers finding answers 24/7 via virtual agents without needing live assistance significantly optimizes efficiency.



### IMPROVE EXPERIENCE

Whether it is WhatsApp or a mobile application, virtual agents can be deployed at multiple channels to provide customers with the same level of experience.



### REDUCE COST

Agent time is the most valuable asset in customer service. Virtual agents helping customers with simple and repetitive tasks help reduce customer service costs.

## IMPORTANT FEATURES

### 1. Market-leading Accuracy

We are proud of our market-leading AI-based intent recognition accuracy rate of >97%.

### 2. All in One

Speech Recognition (SR), Text-to-Speech (TTS), Natural Language Understanding (NLU), orchestrator, and design studio. All-in-one solution.

### 3. No-code Solution

Our customers enjoy Drag & Drop design for the no-code user.

### 4. Domain Readiness

With our two decades of expertise in different industry verticals, our solution comes with pre-built and ready-to-go integrations.

## HOW AI IS INTEGRATED

#### ● Text Normalization

Using A.I., we clean the interaction data to be later used to train our virtual agent.

#### ● Named Entity Recognition

This feature automates transactional data extraction with customizable entities for seamless CRM integration.

#### ● Sentiment Analysis

We can analyze both customer-agent and customer-bot interactions based on sentiment.

#### ● Language Detection

We can detect language in both voice and text interactions.

#### ● Advanced NLU

MLP and BERT-based NLU (Natural Language AC) model present shorter training time and use less resources.

#### ● LLM Data Augmentation

Training Data Augmentation for intent recognition using LLM.

#### ● Conversation Summarization

We can summarize chat conversations using LLM technology.

