

# Conversational AI for the Contact Center

Deliver frictionless self-service experiences in natural language over voice, chat, and SMS with best-in-class AI technology and all the services needed to support you at every step in the conversational AI journey.

## Your Best Agent, Multiplied.

Scale contact center capacity with an AI virtual agent that mimics your best agent and provides responsive customer support in natural language.

SmartAction makes it effortless to build and manage virtual agents — because we do it all for you. From the initial design to the ongoing operation, our team of conversational AI experts ensures that your brand delivers the most frictionless self-service experience possible.

It's all the more reason to start every conversation with AI.



### Conversational AI Experts at the Helm

Automate CX with our team of experts who handle it all – the design, build, and ongoing tuning and optimization of your virtual agent.

### Integration to All your Systems

Integrate seamlessly to any contact center platform, telephony setup, data system, or live chat framework.

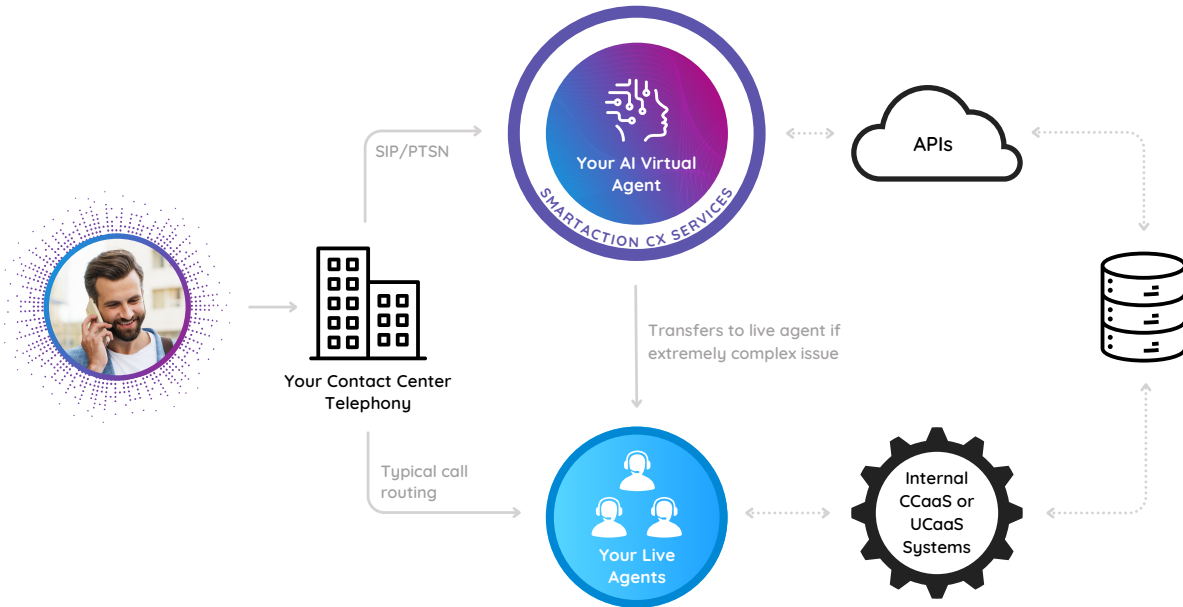
### Advanced AI Technology

Accurately predict customer intent with pre-built AI models and advanced NLU that are customized to your line of business.

### Self-Service your Customers Love

Empower customers to resolve issues any time with conversational self-service that's simple and intuitive to use.

# Reference Architecture



## Use Cases for Every Industry

SmartAction's pre-built AI models have been trained on millions of customer interactions to automate top use cases across multiple industries.

### Retail

- Order tracking
- Returns
- Billing and payments

### Insurance

- FNOL/claim submission
- Proof of insurance
- Claim status

### Healthcare

- Patient authentication
- Scheduling
- Prescription refills

### Automotive

- Service appointments
- Recall campaigns
- Emergency roadside assistance

### Financial Services

- Report lost/stolen credit card
- Account management
- Billing and payments

### Travel & Hospitality

- Reservations
- Travel Notifications
- Rewards and promotions

### Service Providers

- Scheduling
- Triage and dispatch
- Proactive reminders

### Utilities

- Service requests (start, stop, transfer)
- Outage reports
- Payments