

SmartAssist by Amelia

Advanced Conversational AI
virtual agent for customer care

SmartAssist by Amelia enables your customers to communicate via natural language (voice or chat) to resolve support issues or ask questions when they contact your business. SmartAssist responds quickly and carries out tasks for users by connecting with back-office applications, then delivers relevant personalized information efficiently, freeing up contact center agents to focus on higher-value tasks.



Hello this is Amelia with Grand Travel.

How may we help you?



More than a chatbot

When businesses deploy an advanced Conversational AI virtual agent like SmartAssist, there are many measurable benefits, including user reduced wait times and as much as a 20% increase in first-contact resolution. SmartAssist is ideal for companies looking to use the industry's most advanced Conversational AI solution for accelerating first-touch customer interactions and resolutions, and for elevating end-to-end customer service journeys.

Powered by Amelia, SmartAssist can:

- Digitally guide conversations with minimal escalations
- Handle context switching
- Understand sentiment
- Learn and improve over time
- Loop-in live agents when needed or required

Key Features

- Accelerates first-touch customer resolutions with automation that guides and “contains” conversations with minimal escalations
- Integrates with any back-end information system or third-party application (50+ integrations prebuilt for quick use)
- Ease of adoption: Out-of-the-box vertical skills and intents
- Contextual understanding: Interacts with customers as a live agent would, with the ability to understand natural language and sentiment, switch context, handle interruptions, and more
- Seamlessly engages live agents when needed or required
- Comprehensive intelligent virtual agent for complex conversational interactions

Benefits

- Reduce operating costs while improving customer experiences on voice and digital channels
- Better service levels: Availability 24/7/365 means no wait time for customers and increased containment (first contact resolution)
- Expand self-service and automated resolution to address staffing costs/ quality/access windows
- Tailored customer experience: With faster resolutions and more personalized, contextual responses, customers receive faster resolutions.
- Scalable: SmartAssist helps to meet demand during peak interaction times, allowing agents to focus on more complex, engaging interactions.

SmartAssist Roles and Skills



Account Management

- Billing inquiries/refunds
- Credit services
- Payment arrangements



Customer Portal

- Access Manager
- Troubleshooting (password resets, etc.)



Product/Service Orders

- Tutorials
- FAQs
- Refund Requests



Shipping Manager

- Product/Service Issues
- Insurance Claims
- Returns and FAQs



Scheduling

- Manage schedules
- Reschedule deliveries
- Cancel appointments



Many common IT, HR & Finance queries

- Email issues, Wi-Fi troubleshooting
- PTO and payroll requests
- Credit card services

The most comprehensive Conversational Intelligent Virtual Agent (IVA) on the market for voice and chat



Deep contextual understanding

Customer care depends on human levels of comprehension, not simple task bucket classification. Amelia's is the only AI system capable of such levels of human understanding



Flexibility

Your customers should be able to change topics at any time just as they would with a human agent. SmartAssist follows when you switch from one state to another and returns to your original goal



Advanced Conversational AI

Amelia is a recognized leader in cognitive and conversational technology with foundational technology developed by 20+ years of innovation



Connects to enterprise systems

SmartAssist's prime purpose is to execute and resolve tasks on behalf of customers and end-users in existing backend systems



Context switching

Unlike a chatbot, SmartAssist switches between threads and topics flexibly, providing quality humanlike experiences



Pre-built vertical skills

SmartAssist has been trained on industry-specific words and processes to speed up deployment times



Natural language understanding

SmartAssist understands words and their intended meaning, providing contextual responses with high accuracy and minimal input for training



Learns and improves over time

SmartAssist uses observation and supervised learning to advance over time and address similar future scenarios without human intervention



Multi-threaded

Amelia's brain is modeled after the human brain. All the centers of her brain respond in tandem to make for a rich customer experience

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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