The Perks of Deploying Virtual Assistant For Companies

POWERED BY MACHINE LEARNING AND ARTIFICIAL INTELLIGENCE, THE VIRTUAL ASSISTANT IS RESHAPING THE WAY BUSINESSES INTERACT WITH CUSTOMERS.

THIS PRESENTATION IS DESIGNED TO HELP ENTERPRISES TO GET FIRST HAND INSIGHTS INTO THE WORLD VIRTUAL DIGITAL ASSISTANTS

susheel_ext@uniphore.com
Introduction to Virtual Assistant

Also known as Voice Assistant/Intelligent Personal Assistant, it offers intelligence-based response and actionable options through a voice interface.

Driven by Speech Recognition Technology

Uses algorithm-driven approach to interact, transact and get answers

Intuitive UI makes it easy to integrate and customize

Available on various platforms and supports all types of computing devices
Characteristics of Virtual Assistant

Remote Access
- Responses and actionable insights through natural course of speech
- Results on the go
- No typing required
- Understands major languages and dialects

Works on Personal Mobile Devices
- Interaction through UI based application
- Does not require plugging additional device/gadget
- Customized experience for both PC and Smartphones

Supports Resource Optimization
- Eliminates unwanted resources and obsolete systems
- Easy to “plug and play”
- Easy to integrate/One-deck solution
Characteristics of Virtual Assistant (Continued...)

Cost Effective

- Deployment through a single application
- Does not require purchasing multiple licenses and software
- Cloud based solutions
- Replaces existing layers of expensive software and systems

Customizable and Scalable

- The offering is highly customizable as per project requirements
- Can handle an array of queries and transactions
- Scalable technology implies improved future prospects

Faster Response

- Direct interaction with the user. No wait time.
- Eliminates multiple loops and transfers
- No human intervention required
- Capable of handling complex transactions
Compelling reasons for integrating existing Customer Support system with Virtual Assistant

- Custom built
- On demand support
- First-time resolution
- Faster outcomes
- Aids Resource Allocation and Workforce Optimization
## Difference Between Virtual Assistants for Consumers and Enterprises

<table>
<thead>
<tr>
<th>For Consumers</th>
<th>For Enterprises</th>
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<tbody>
<tr>
<td>Generalist approach and limited</td>
<td>Works in pre-defined environment with all-inclusive utility</td>
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<tr>
<td>Number of Languages recognized is limited</td>
<td>Supports multiple languages and dialects</td>
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<tr>
<td>Limited user customization</td>
<td>Full-fledged customization based on requirement</td>
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<tr>
<td>Answers/transactions are based on information in public domain</td>
<td>Requires integration with internal knowledge repository and IT systems</td>
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What should a business enterprise look for in selecting a Virtual Assistant solution provider?

- Multiple products under one roof
- Specialization in the Voice Recognition space
- Past Record
- Multi-dimensional Approach
- Sustained Support
akeira – Uniphore’s patented Virtual Assistant solution

For a little over 8 years, Uniphore has worked with clients from across industries, understanding and catering to their needs in the Speech Recognition space. Uniphore’s patented Virtual Assistant solution is built to help customer-facing organizations in offering exceptional customer service.

akeira has the power to

- Enable faster outcomes
- Ensure first call resolution
- Reduce customer care costs
- Manage contact center volume
To get a comprehensive understanding of Virtual Assistant and how it benefits businesses, read the whitepaper *The Multi-Fold Benefits of Virtual Assistant for Enterprises*.

For business inquiries, contact bd@Uniphore.com

susheel_ext@uniphore.com