Virtual Agent

Conversational Digital Self-Assistance for your Customers

verizon✓ business ready

Verizon's Virtual Agent powered by Artificial Intelligence (AI) enables a self-serve, personalized omni-channel digital customer experience as the first interaction to resolve common inquiries and transactions.

- Users reach out via their preferred channel
- Context is maintained through entire interaction

Escalation to live agents
is limited to more complex requests, better managing costs in the contact center.

A conversational approach
The conversational interface uses natural language to understand what consumers are asking, engaging in a two-way dialog to solve problems and give answers.

An army of problem solvers
Artificial narrow intelligence powers a decision engine that can determine the best way to help users, pulling data from internal and external sources to craft a response.

Meeting customers where they live
Use Virtual Agent to deliver sophisticated customer experiences - not only on your website and app, but also via popular messaging apps to promote adoption.

Narrow AI, broad benefits
Find the perfect balance between virtual and live agents, with a chatbot that's smart enough to know what it knows and what it doesn't.

Natural Language Processing
can understand the intent, sentiment, and history behind an individual question to deliver a personalized response

High-quality, consistent, 24x7 interactions
with end-users over the digital channels of their choice

Efficiently offloads
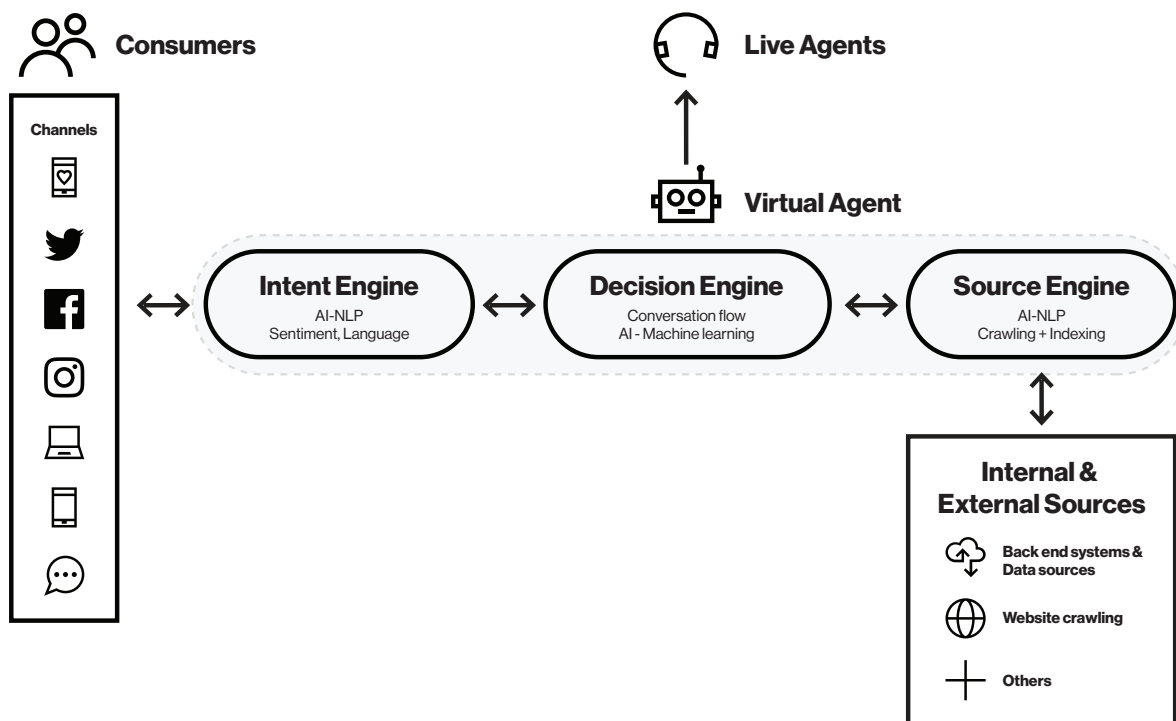repetitive, high-volume tasks from contact center personnel

Quickly get up to speed
as the bot can pull information from authored content (like knowledgebases), business systems, and trusted external sources

Proactive engagement and improved customer experience by pushing proactive notifications such as shipping updates, product alerts, etc using the channels your customers already embrace

Consumers

Live Agents

Channels

Virtual Agent

| **Intent Engine**
AI-NLP
Sentiment, Language | **Decision Engine**
Conversation flow
AI - Machine learning | **Source Engine**
AI-NLP
Crawling + Indexing |

**Internal &
External Sources**

Back end systems &
Data sources

Website crawling

Others

Flexible intent engine
Virtual Agent can connect to multiple external intent engines to help provide customers with the right response, while reducing the need for multiple bots. Using natural language processing (NLP), Virtual Agent can understand what the user is asking, identify entities, and store variables to assist the user to complete the desired task. Interaction history can be analyzed and used to train the Virtual Agent to improve decision-making and responses over time.

Relevant responses
Built to provide a consistent and device-specific experience across multiple channels, including websites, branded apps, and messaging platforms.

Visualized workflow & routing
Build conversation flows in an easy to see and use interface to direct specific intents and context down desired paths.

Machine learning
Virtual Agent learns how to respond to inquiries based on what your human agents do, constantly adapting to provide a better experience.

Multiple data sources
The Virtual Agent can pull information from authored content (like knowledgebases), business systems (like order management), and trusted external sources (like partner sites).

Content crawling
The Virtual Agent can be configured to add content automatically by crawling existing sites and documents to expand the scope of knowledge.

Authoring
The Virtual Agent will display any unmatched questions from customers, so additional intents and workflows can be identified and quickly added.

Multi-lingual support
The Virtual Agent leverages natural language processing technology to interact with customers in their own language.

Smart escalation
Virtual Agent triggers escalation automatically or at the customer's request, and passes complete context to the agent for a seamless transition.

Cloud-based SaaS
Easy to scale, Virtual Agent is hosted in the cloud