AI Virtual Agent

Powered by Synthetix

NSL technologies

synthetix

Generate leads, increase sales and optimise agent efficiency. Synthetix Virtual Agent technology is goal-driven, pursuing business objectives during every conversation with your customers and remembering those interactions even months later.

Smarter more personalised engagement

The new paradigm in customer engagement, Synthetix Virtual Agent software can generate new revenues as well as resolve customer queries. Our AI-powered chatbot technology doesn't wait until your customers want to contact you – it offers help and assistance from the moment they interact with your brand, qualifying them based on their needs, working with your CRM to personalise their experience, creating leads and tactically escalating them to the most appropriate contact channel.

Key features

Unparalleled Natural Language Processing

Synthetix Virtual Agent software tracks all interactions across channels, exercising predictive skills, understanding context using Natural Language Processing, analysing intent, and making use of your organisation's data to present your customer with highly relevant dialogue.

AI-powered personalisation

Synthetix Virtual Agent software can offer help and assistance from the moment your customers interact with your brand, qualifying them based on their needs, working with your CRM to personalise their experience, creating leads and tactically escalating them to the most appropriate contact channel, should the AI-bot be unable to resolve the customer's query.

Key Benefits

51%

Reduction in contact centre enquiries with virtual agents able to supply answers to frequently asked questions.
- Synthetix

80%

Increase in agent efficiency with AI-powered chatbots answering routine questions.
- Juniper Research

49%

Improvement in response times - cutting resolution from 38 hours to just over 5 minutes for most Tier 1 enquiries.
- Juniper Research

Please contact us to book a free demonstration.

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Seamless integration and escalation

Seamlessly integrate with most CRM systems and deploy AI chatbot technology across contact channels e.g. the web, social channels, and the contact centre. Our Virtual Agent software is backed by a powerful knowledge management system to give channel-specific answers (e.g. shorter answers on mobile devices), or to escalate complex tasks to agent-assisted channels.

Detailed reports and analytics

View and analyse detailed reports of customer interactions with the chatbot easily accessible through a dashboard interface. Analyse and predict where the bot is having the most positive impact or where it lacks knowledge.