Virtual Assistants

🔥 **Improved customer experience** through faster, seamless self-service without the wait

💲 **Cost savings** thanks to decreased handling times and better automation

💲 **Increased sales** by freeing agents from routine tasks and helping them focus on personalized customer service

🕐 **Faster implementations** due to turnkey models, starter packages, and industry-specific deployment options for both cloud and on-premise

LEVERAGING LLM (GPT)* AND SPITCH PLATFORM:

- Virtual Assistants integrate seamlessly with Spitch conversational AI platform components thanks to a unified NLU and utilize LLMs* to generate human-like responses.

- Using Voice Biometrics in hybrid mode with Virtual Assistants enables personalized, highly secure, and fully automatic self-services, if required by certain scenarios.

*LLM: Large Language Model; GPT: Generative Pre-trained Transformer — a type of LLM

UNIQUE BUSINESS BENEFITS:

- **All your communication services in voice and text are seamlessly integrated** and orchestrated from a single point performing equally well with robots and agents.

- **Automate customer text interactions** seamlessly across popular text messengers, widgets and traditional web search, supporting any scenario through any channel.

- **Quick and easy integration** with CRM, ITSM, eCommerce and Marketing software, including intelligent process automation.

- **The advanced few-shot/zero-shot training approach** allows for immediate initiation from day one, without the need to preload customer data, reaching full-scale operations in a matter of weeks.

VA
Virtual Assistants
for omnichannel communications

Demo video

Spitch is a global provider of B2B and B2C Conversational AI solutions, founded in Switzerland in 2014, with a strong presence in Europe and North America

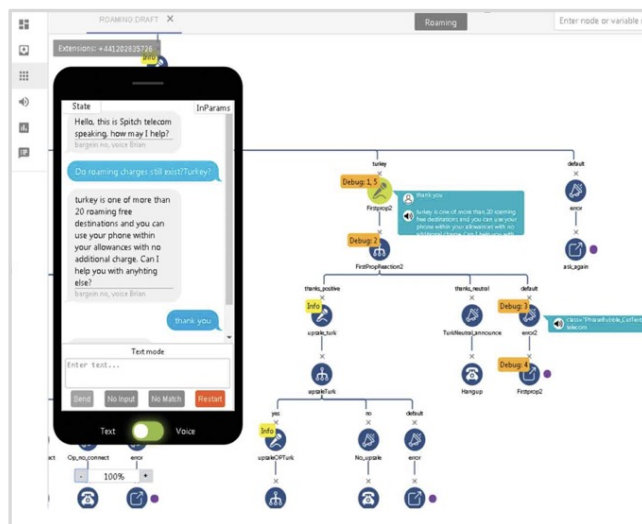|	
Informing customers about relevant products	**+20%**
Product Sales Conversion	**+5%**

familiarization of the client with the most relevant products, routing to an agent with sales skills for such products

Cost Per Call	**−14%**

automate routine operations (answering FAQ, providing personalised information, performing transactions)

Average Speed of Answer	**+80%**

zero waiting time before answering by Virtual Assistants

Spitch provides a full stack omnichannel conversational AI suite that elevates customer experience and reduces costs.

VA Virtual Assistants
SA Speech Analytics
VB Voice Biometrics
CP Chat Platform
KB Knowledge Base
AA Agent Assistant Suite

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