



VOC.  
AI

By Shulex

Founded in 2021

# VOC.AI

## an AI company

### dedicated to creating fully

### autonomous digital employees

Global Team

Industry top customers 100+

400+k users use our service

Enterprise AI Solution

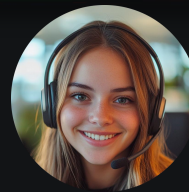
HQ at the United States

Members collaborate across the US, Japan, HongKong and Shenzhen.

Team size of 50, with 80% being in product development team.

A figure that reveals the AI Agent benchmark from a real case

Assignee name	Solved tickets	First reply time (hrs)	Requester wait time (hrs)	Last assignment to resolution time (hrs)	Full resolution time (hrs)	Satisfaction score	%
30	901	12.9 hrs	30.1 hrs	48.3 hrs	59.4 hrs	86.5%	
31	281	15.8 hrs	96.6 hrs	32.5 hrs	137.7 hrs	86.2%	
32	581	0.1 hrs	67.0 hrs	0.0 hrs	89.3 hrs	85.7%	
33	94	11.3 hrs	17.7 hrs	26.2 hrs	27.7 hrs	84.6%	
34	1 678	66.1 hrs	102.8 hrs	96.0 hrs	133.7 hrs	84.3%	
35	4 591	0.0 hrs	0.9 hrs	0.0 hrs	1.0 hrs	84.1%	
36	1 330	0.2 hrs	0.5 hrs	0.1 hrs	0.6 hrs	83.6%	
37	534	0.1 hrs	0.3 hrs	0.1 hrs	0.4 hrs	78.6%	
38	4 415	0.1 hrs	1.1 hrs	0.0 hrs	1.6 hrs	73.3%	
39 AI Agent-Kate	424	0.1 hrs	0.1 hrs	72.4 hrs	72.7 hrs	66.7%	
40	209	14.7 hrs	32.3 hrs	72.1 hrs	87.4 hrs	61.1%	



### AI CSR-Sovlea

Brand Customer Service Representative



### AI Consultant -Vocas

Consumer Analyst, Brand Growth Consultant

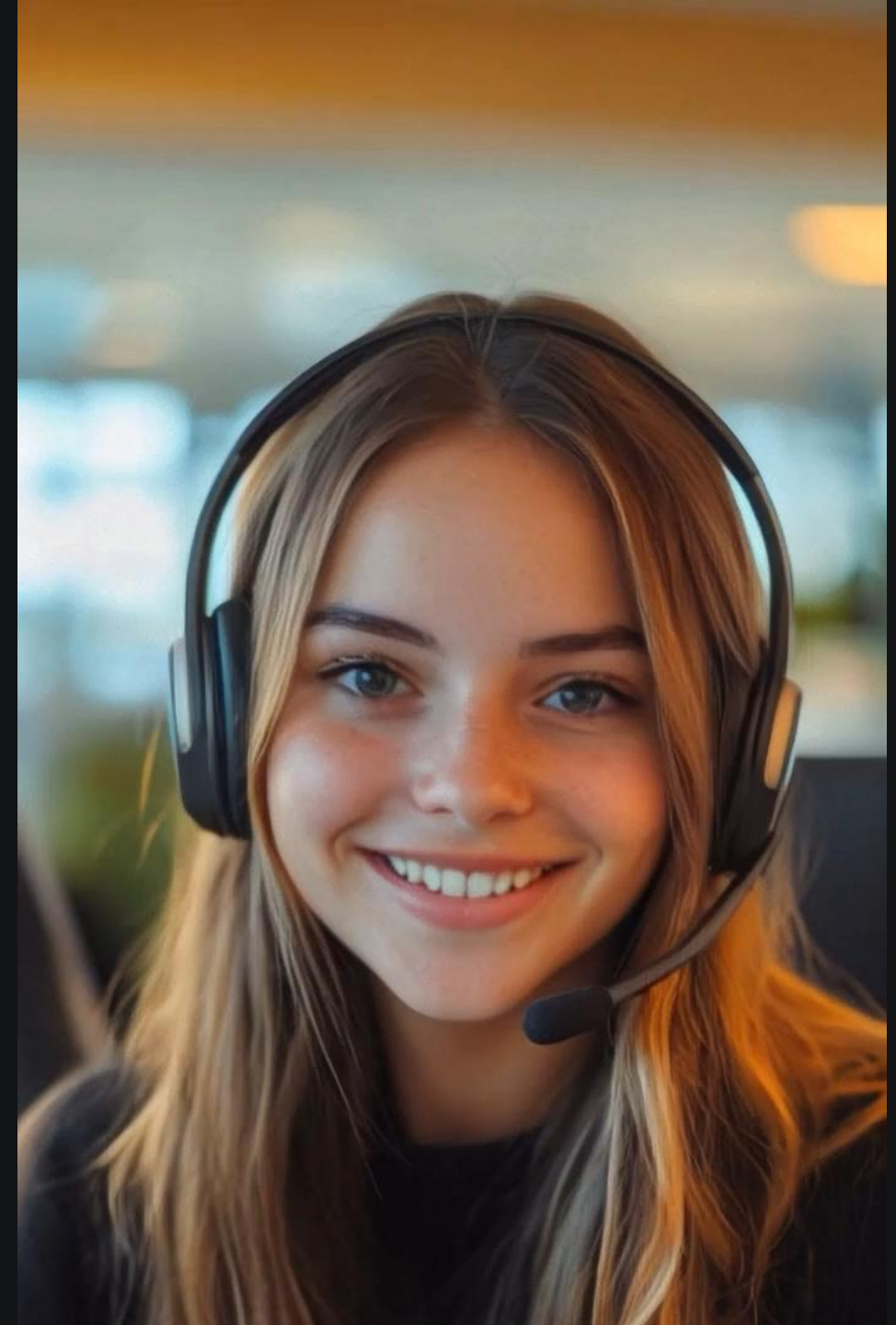
# Why Solvea?

The best CSR ever.

Solvea is a unique name derived from the word "solve".

I can serve each of your consumers and every work order. I can identify all important customer complaints, deal with repetitive and high-frequency customer issues 24 hours a day, 7 days a week. I can conduct fully automatic learning and utilize the exclusive knowledge of enterprises.

I will serve the consumers of your brand wholeheartedly.





## AI Agent

AI Chatbot can clearly execute instructions and handle complex scenario tasks using different skills. You can enable the following skills at any time to help solve complex and high-frequency customer complaint problems.

AI Agent list

Toolbox



### Create Agent Skills

Customizable intelligent assistants can help solve complex customer complaint problems.



### Customer Feedbacks

The customer service processing flow when consumers write letters to complain or suggest. Collect complaints and suggestions according to...

Associated strategies: 0



### Invoices

When consumers write to express their hope of issuing an invoice, the intelligent assistant helps complete the invoice issuance based on the...

Associated strategies: 0



### Logistic information query

The Agent processing flow when consumers ask to inquire about logistics-related issues. Respond according to consumers' questions and logistics...

Associated strategies: 0



### Product Recommendation

The Agent processing flow when consumers ask about issues related to purchasing products. Make product purchase recommendations...

Associated strategies: 0



### Return and Refund(RMA)

The customer service handling process when consumers write to express their desire for return or exchange. Handle the return or exchange...

Associated strategies: 0

# Sovlea has the Know-How

Built-in general skills for pre-sales, in-sales, and after-sales scenarios. Out of the box, with precise intent recognition and elimination of hallucinations.

# Multi-Agent

Solvea is an AI-driven Multi-Agent. Besides handling questions and answers (Q&A), it can also perform complex tasks such as checking logistics, handling RMA, and dealing with the complicated processes of order supplementation and refunds.

The screenshot displays the configuration interface for a multi-agent system. The main workspace is titled "Logistic information query" and is set to "Mode: Multi Agent". It features a central "Agent skill instruction" panel with the following content:

- # Role**: You are a customer service dealing the logistics inquiry. your task is to deal the related problem about logistics inquiry. You can politely reply to the user when he express greeting, gratitude, satisfaction etc.
- # Workflow**:
  - Step 1: Collect the email or order number
  - 1.1 If the customer inquiry about logistics, you need to get the order number first.
  - Step 2: Use order number to call get\_logistics\_info tool to get the logistics information
  - 2.1 If the `LogisticType` is `On\_the\_way`, tell

Below the instruction panel are sections for "Tools" (containing a "get\_logistics\_info" tool), "Agent trigger", and "Reply with knowledge" (a toggle switch). The right side of the interface shows a visual workflow diagram with three nodes:

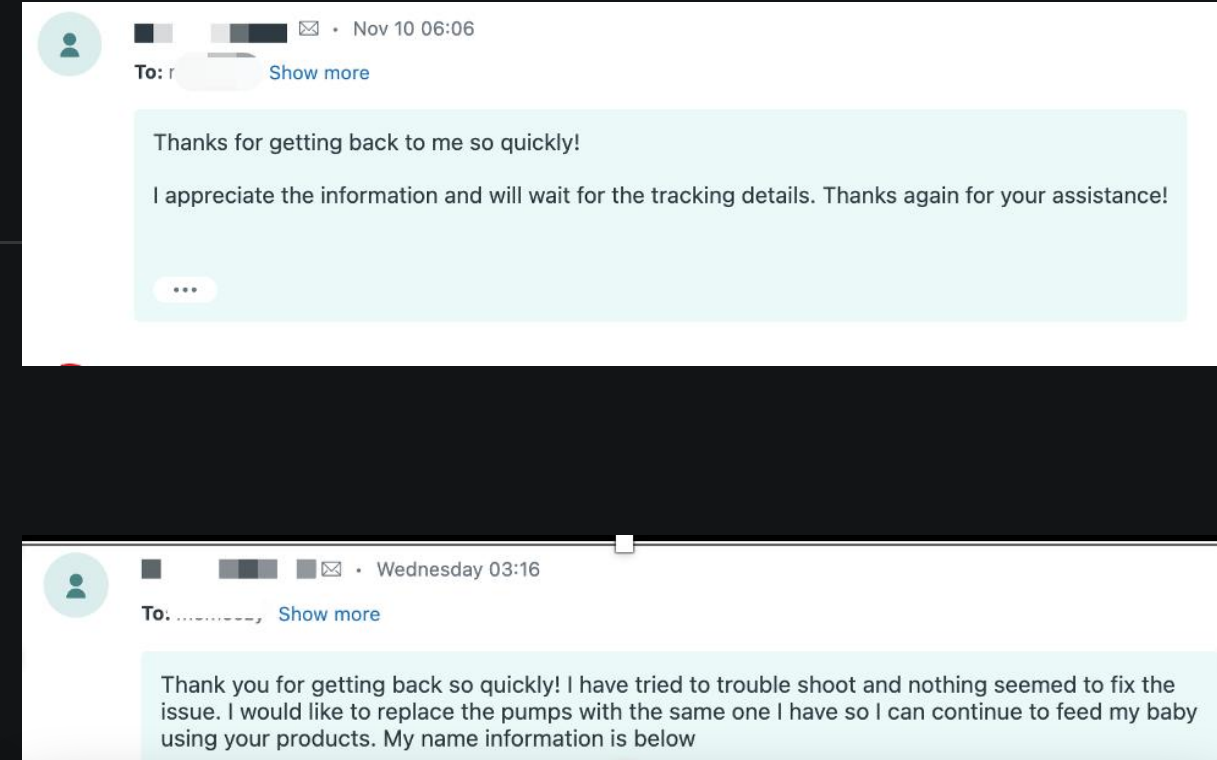
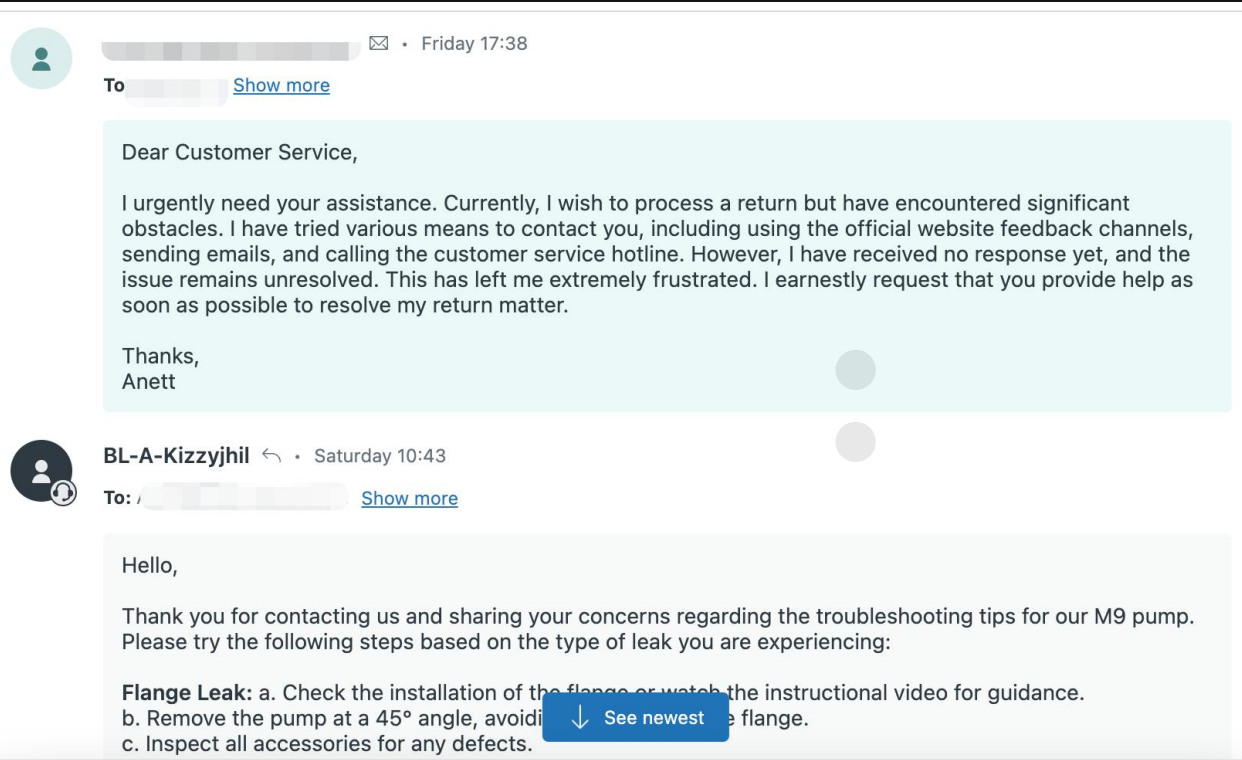
- Logistic information query**: The Agent processing flow when consumers ask to...
- Finish Agent**: Used when the customer say thank... (Includes "Enable reply statement" toggle, "Custom Reply" button, "Templates" button, and "Edit Response" input).
- Transfer to Human**: Used when other tools can't handle... (Includes "Enable reply statement" toggle, "Custom Reply" button, "Templates" button, and "Edit Response" input).
- get\_logistics\_info**: get logistics info by order number (highlighted with a blue border).

Arrows indicate the flow from the "Logistic information query" node to the "get\_logistics\_info" tool, and then to the "Transfer to Human" node. A "Test preview" window on the right shows a chat interaction:

- M Solvea**: AI Agent is at your service
- A AI Agent**: Welcome! I'm Solvea, how can I help you?

At the bottom of the interface, there is a "Message..." input field and a "Livechat Built with VOC.AI" footer.

# Reduce costs and increase efficiency, with a higher Net Promoter Score (NPS).



## Before

- ⊘ Long response time, team cannot be very scalable, causing a limited bandwidth.
- ⊘ The baseline of response quality cannot be ensured.
- ⊘ High probability of losing existing consumers.

## After

- ✓ Solve problems efficiently, locate and solve user issues within 1-2 conversations.
- ✓ The response quality is now controlled within a good range.
- ✓ Provide instant appeasement, avoiding customer loss due to lack of response.

# We Guarantee

## AI Safety

We've implemented robust AI safety measures to ensure that your business is safe, including training an Amazon-oriented LLM, no competitor recommendations, etc.

## 90% Accuracy

Our AI boasts a 90% accuracy rate, significantly reducing the risk of hallucinations and providing reliable insights.

## 80% Resolution

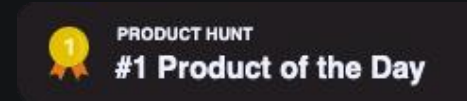
We achieve an 80% resolution rate, providing values to your customers instantly.

## Seamless Integration

Effortless integration with popular platforms like **Zendesk, Dynamic 365**, minimizing disruption and maximizing efficiency.

# Enterprise qualifications

gained and accumulated over the past 3 years



---

Product Hunt #1   **GDPR**   CAI   **ISO 27001**   Microsoft Partner

**SOC 2**   ASIB   SOC2 Type II   SellerSprite partner



# Some Pain Points in an E-commerce company

## Customer Satisfaction

Slow response times, inconsistent service levels, and complex processes can lead to frustrated customers.

## Cost

High labor costs for customer support, especially when it runs into shopping sprees, extra outsourcing cost will be generated.

## Product Development

Lack of awareness of customer issues and delays in addressing them can lead to a negative impact on product quality and customer loyalty.

# Why you should choose us

## 1 Complementary Solutions

We provides an enhancement to not only customer service operations, but also your product quality with the ability of customer-based analysis.

## 3 Industry–Leading Accuracy

Our AI boasts a 90% accuracy rate, surpassing competitors and delivering reliable insights.

## 2 Customer–Centric Focus

We prioritize understanding and addressing customer needs, leading to enhanced satisfaction and loyalty.

## 4 Cost–Effective Solution

VOC.AI offers a competitive price point, providing significant value for the investment.

# Solvea



## Score Board

On average solution results

- **50%** AI resolve rate
- **NPS** same level with human
- **40%** processing time has decreased
- **20%** Cost is saved, though with 30% workload increment.

Based on a real use case  
a comparison between 2023 and 2024





ANKER | The World's **NO.1** Mobile Charging Brand\*

# Industry-Leading Customer Story

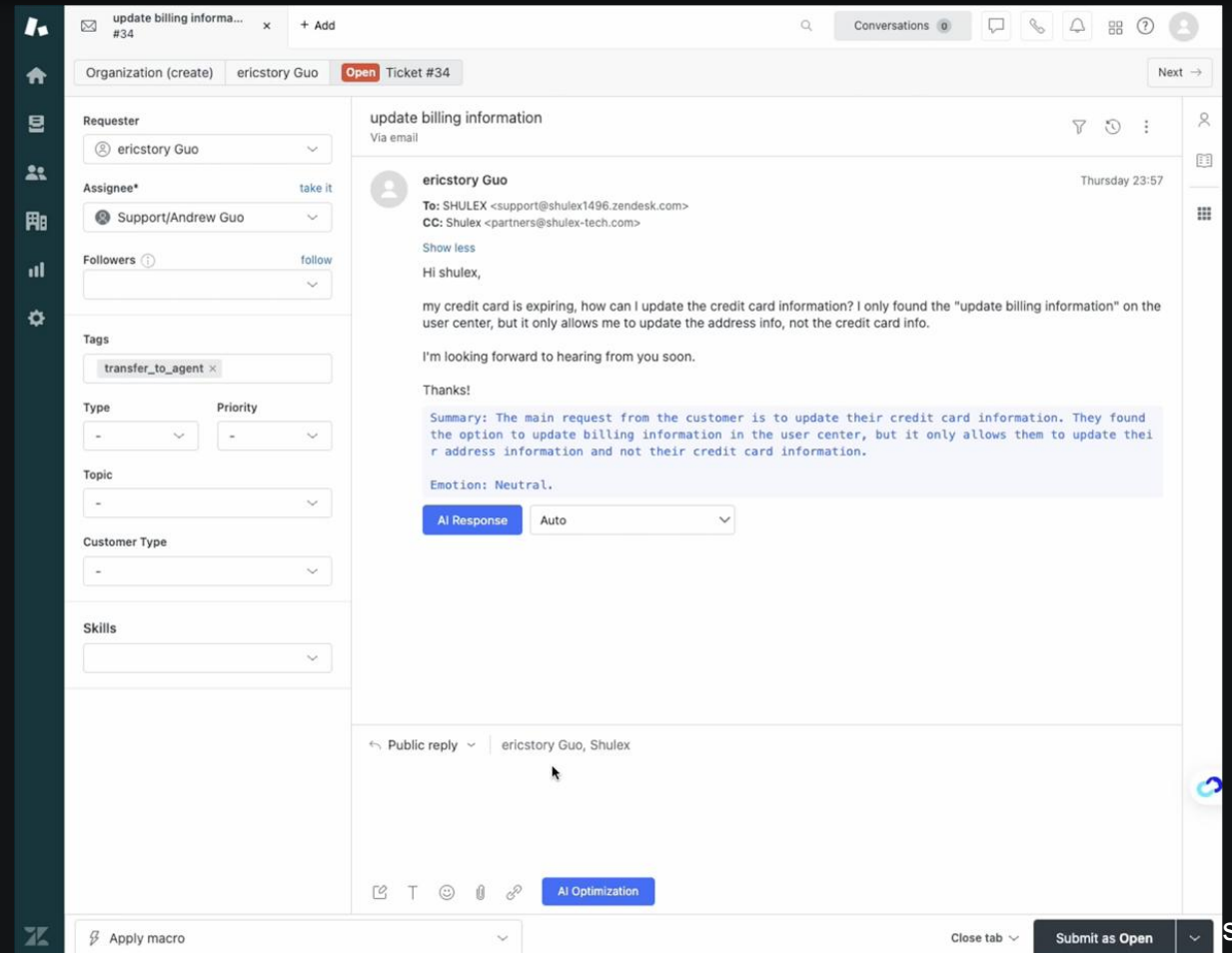
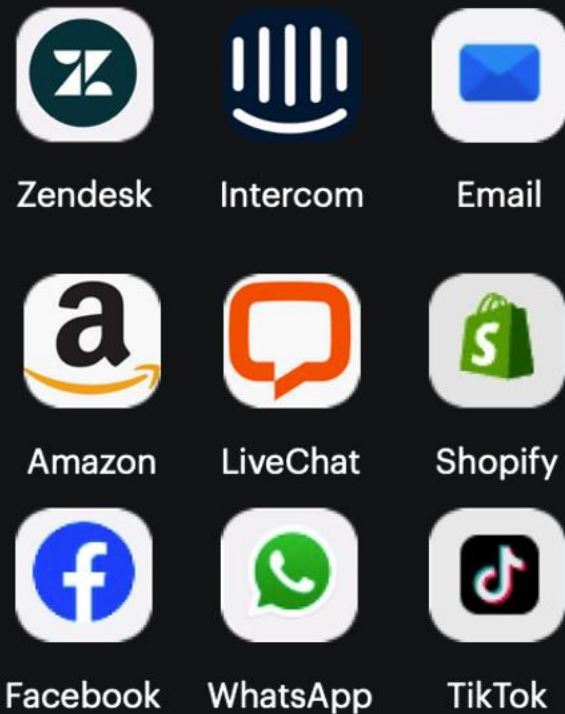
StevenYang, CEO of Anker: **AI Agent Solvea** helps us solve more than **70% of customer service work**

Anker has more than 300 customer service agents around the world, and has more than 10,000 mail and telephone customer service tickets every day, providing 6x10 hours of service in English, German, Japanese and other languages.

They trust our accuracy. Through cooperation with Voc.AI AI Agent, Anker saved **1.5 million dollars** in annual CSR salaries by having **300k** service tickets handled by AI-driven CSR every month, also a **20%** increment on the NPS

Less cost, no need to change your helpdesk system

# Integrate AI Agent into Omni Channels



# How about the deployment, and the result?

## Rapid

Experience the power of AI within your company in just 3 months.

## More Efficient

Boost employee productivity and streamline operations with VOC.AI.

## Customer-Centric

Improve product appeal and foster stronger customer relationships.



**More sellers  
trust Solvea!**

Served  
400+k  
Users

Served  
100+  
Brands



# **A Trusty AI Agent to Resolve Customer Inquires for Your Company!**