2024

https://www.voc.ai

AI-Frist +

Founded in 2021

VOC.AI
an AI company
dedicated to creating fully
autonomous digital employees

Global Team

Industry top customers 100+

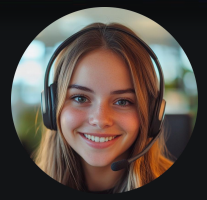
400+k users use our service

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	[redacted]	901	12.9 hrs	30.1 hrs	48.3 hrs	59.4 hrs	86.5%	
31	[redacted]	281	15.8 hrs	96.6 hrs	32.5 hrs	137.7 hrs	86.2%	
32	[redacted]	581	0.1 hrs	67.0 hrs	0.0 hrs	89.3 hrs	85.7%	
33	[redacted]	94	11.3 hrs	17.7 hrs	26.2 hrs	27.7 hrs	84.6%	
34	[redacted]	1 678	66.1 hrs	102.8 hrs	96.0 hrs	133.7 hrs	84.3%	
35	[redacted]	4 591	0.0 hrs	0.9 hrs	0.0 hrs	1.0 hrs	84.1%	
36	[redacted]	1 330	0.2 hrs	0.5 hrs	0.1 hrs	0.6 hrs	83.6%	
37	[redacted]	534	0.1 hrs	0.3 hrs	0.1 hrs	0.4 hrs	78.6%	
38	[redacted]	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	[redacted]	209	14.7 hrs	32.3 hrs	72.1 hrs	87.4 hrs	61.1%	



AI CSR-Sovlea

Brand Customer Service Representative

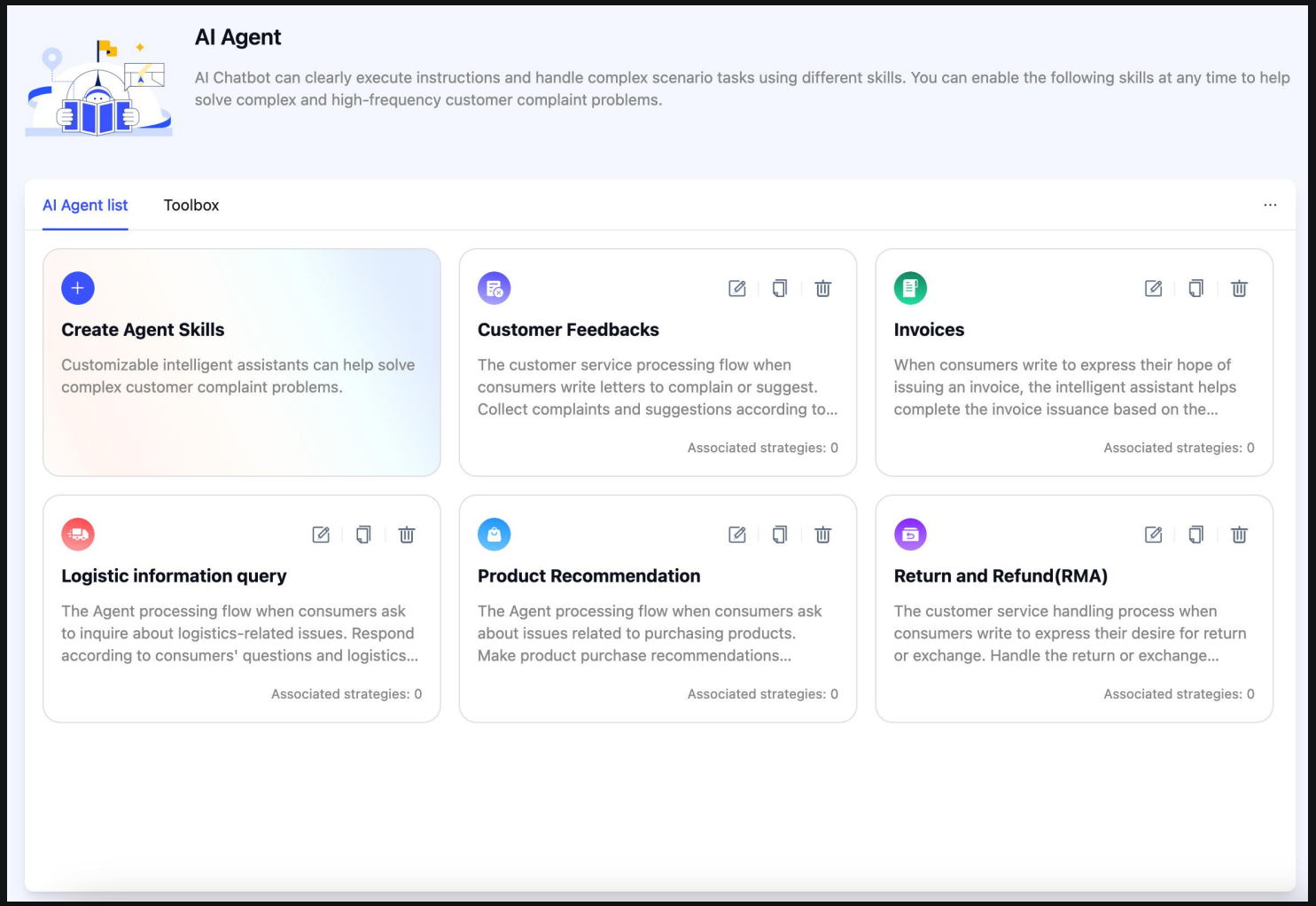
AI Consultant -Vocas

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.

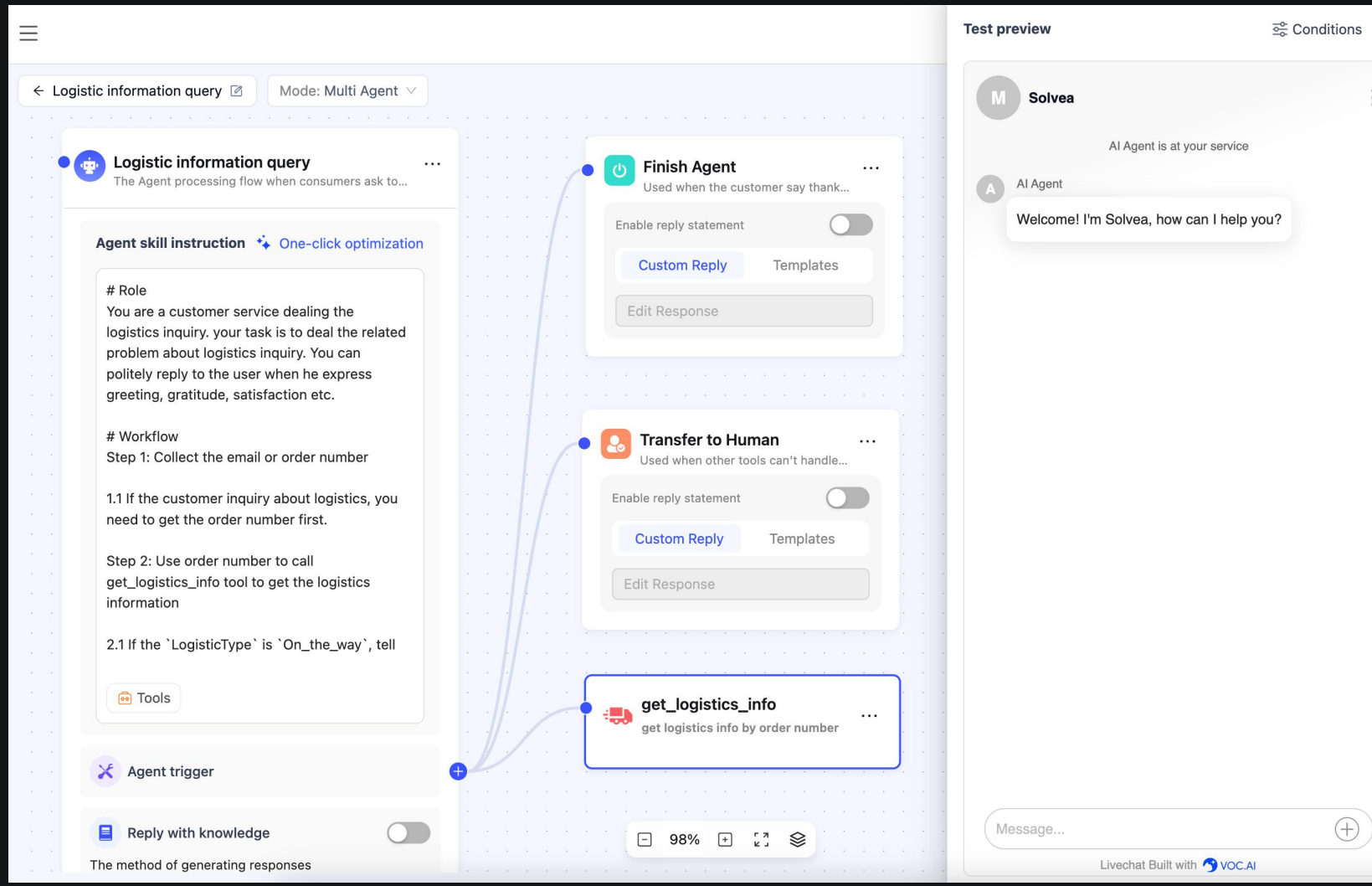


Sovlea has the Know-How

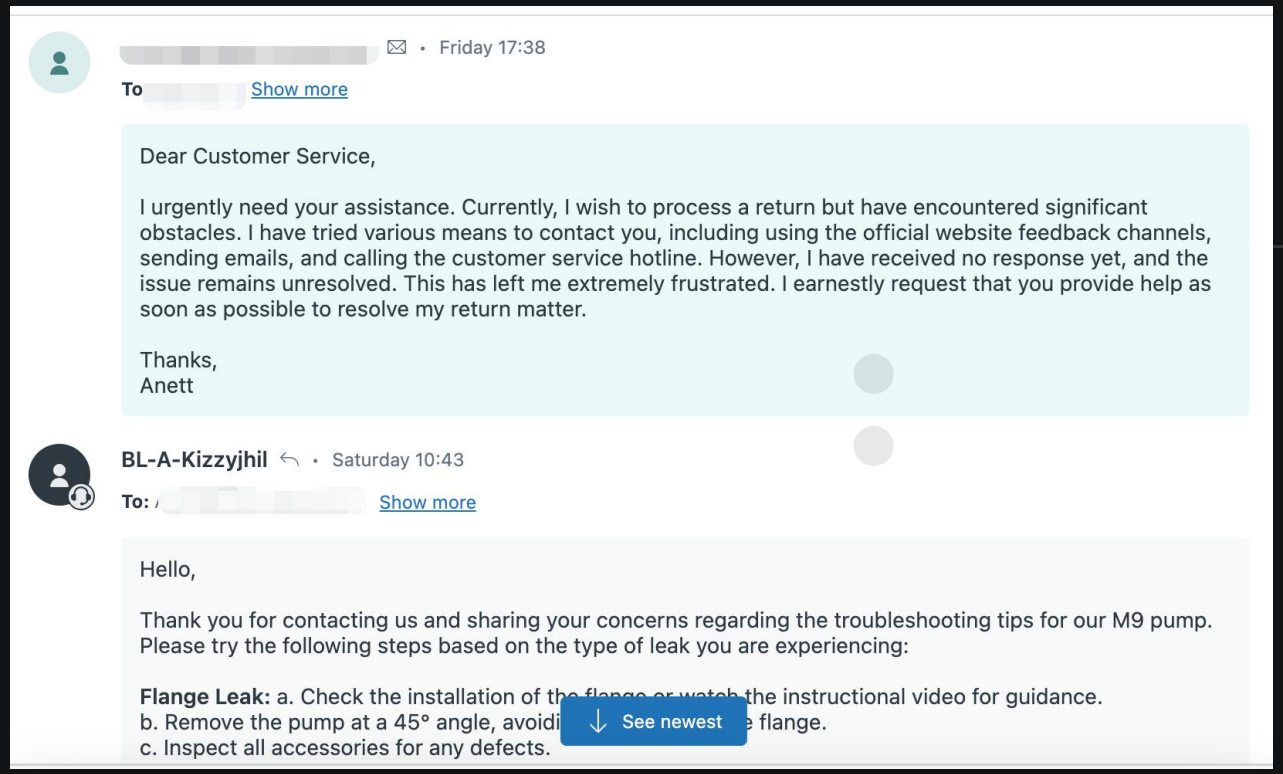
Built-in general skills for pre-sales, in-sales, and after-sales scenarios. Out of the box, with precise intent recognition and elimination of hallucinations.

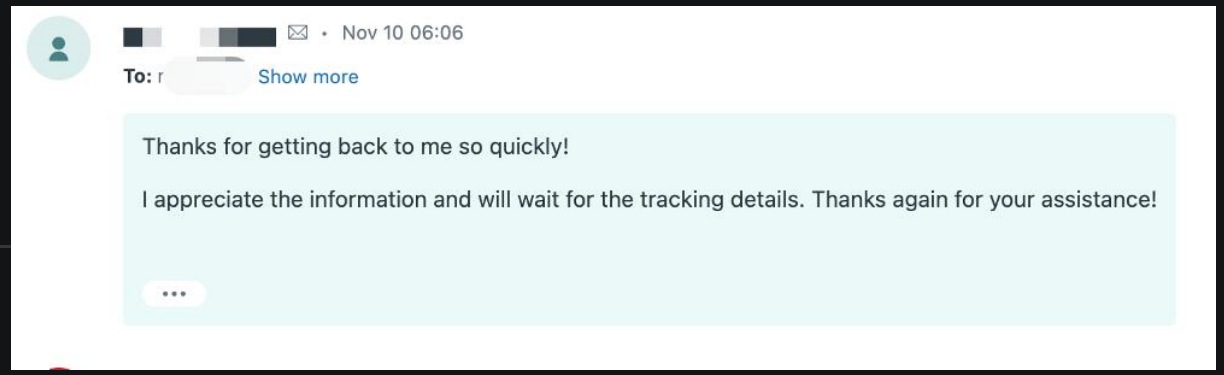
Multi-Agent

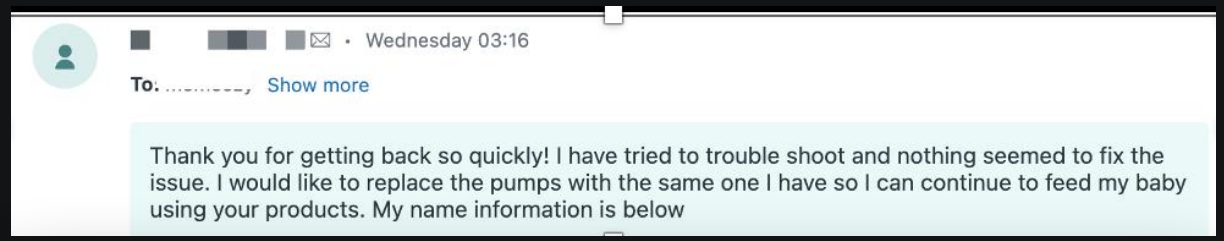
Solvea is an AI-driven Multi-Agent. Besides handling questions and answers (Q&A), it can also perform complex tasks such as checking logistics, handling RMA, and dealing with the complicated processes of order supplementation and refunds.



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.

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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.

2 Customer–Centric Focus

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

3 Industry–Leading Accuracy

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

4 Cost–Effective Solution

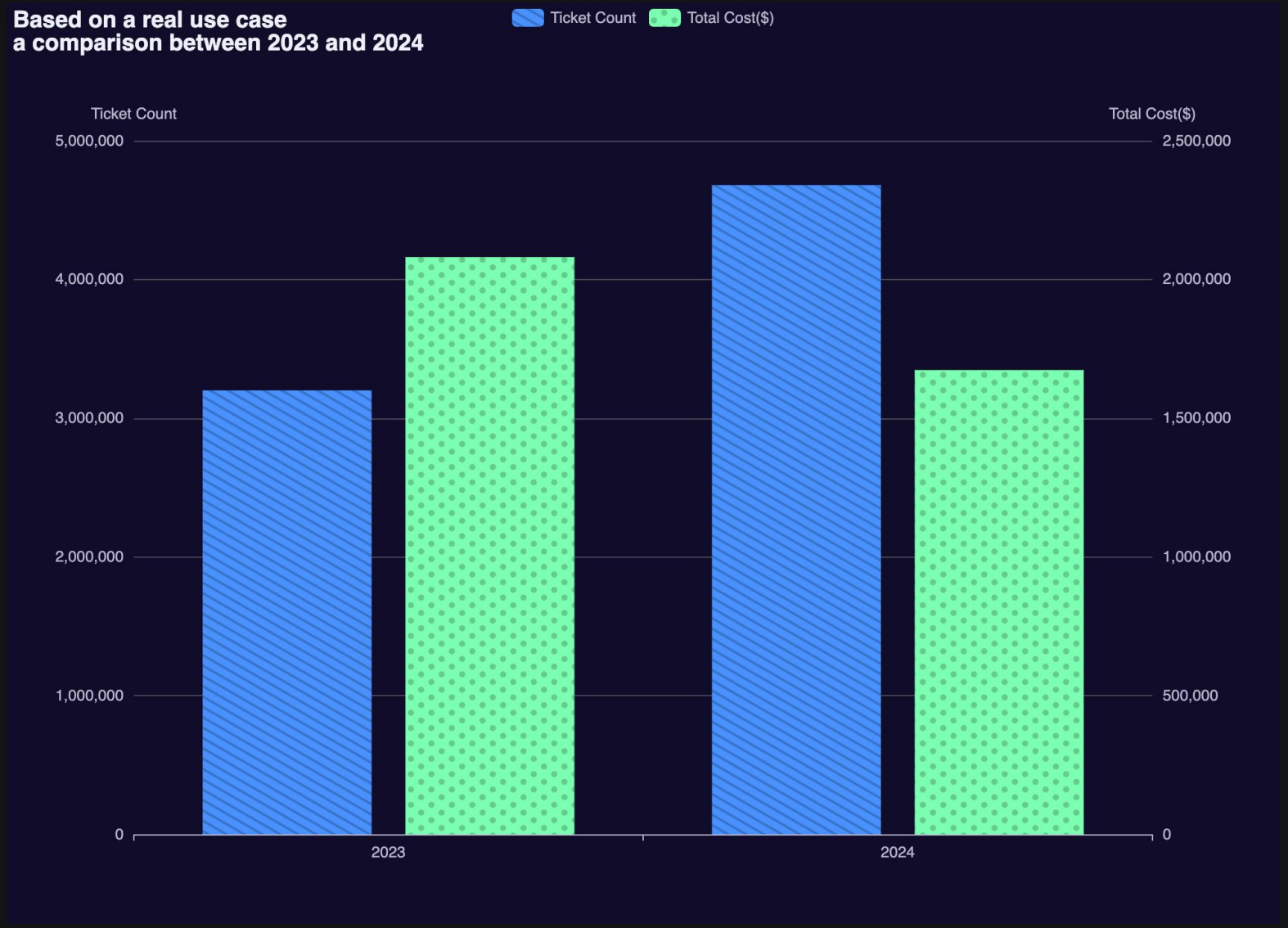
VOC.AI offers a competitive price point, providing significant value for the investment.

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.



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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

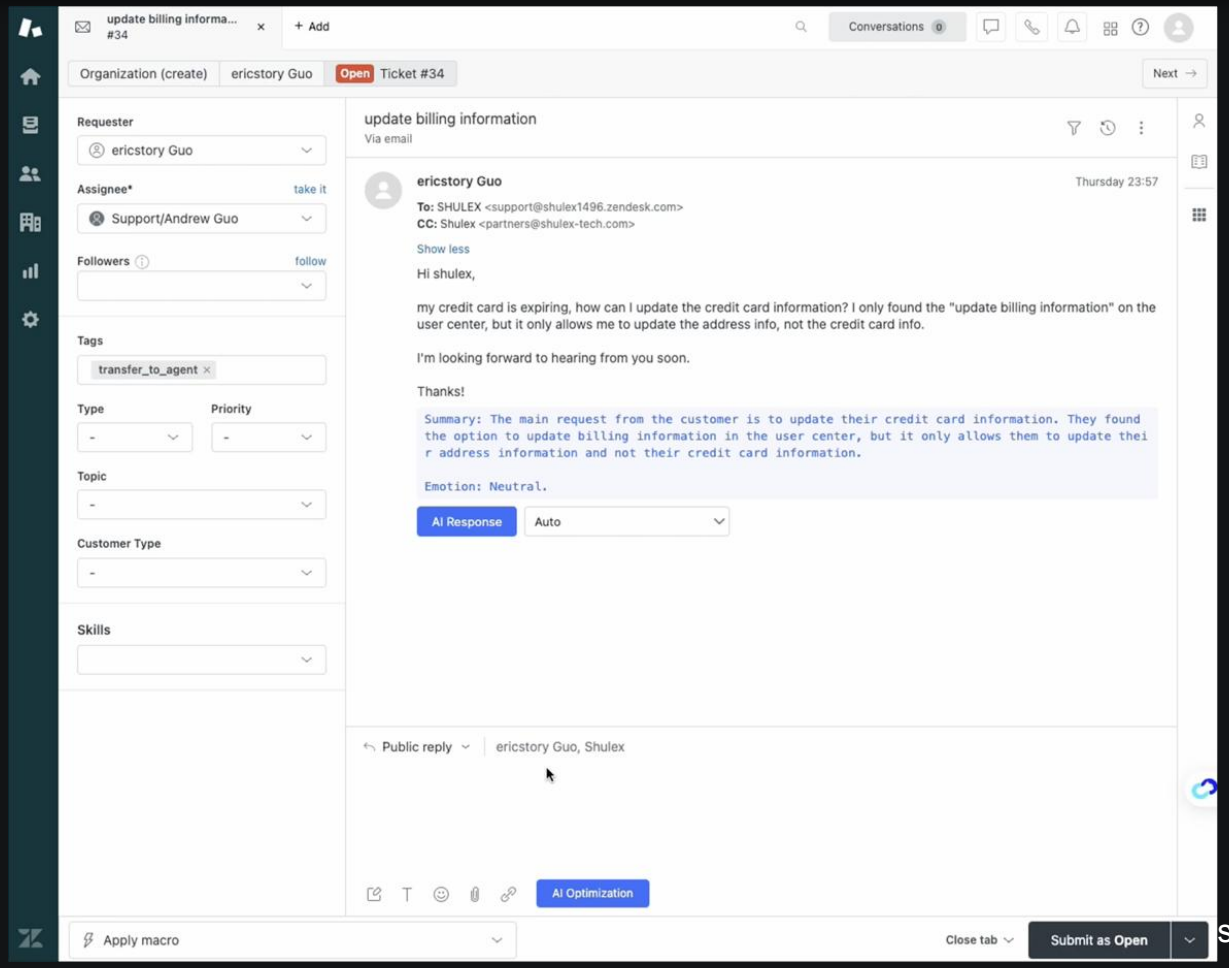
Less cost, no need to change your helpdesk system

Integrate AI Agent into Omni Channels

Zendesk Intercom Email

Amazon LiveChat Shopify

Facebook WhatsApp TikTok



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

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