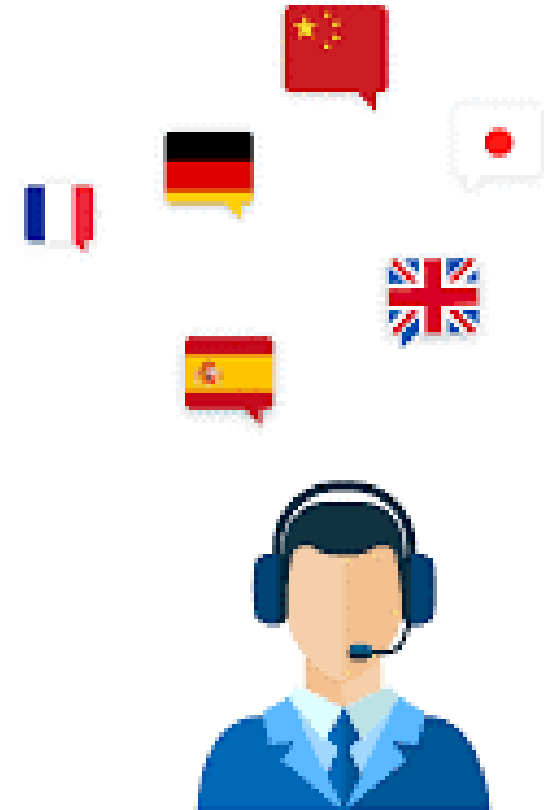


Improve Your Customer Experience with AI





USA | UK | India | Netherlands | Norway | Dubai

14+
years in the industry

35+
AI & ML Digital Agents Implemented

300+
Microsoft 365 Implementations

70+
BI & Analytics Implementations

350+
Developers, Architects, UI/UX and BA/PMs

50+
AI, Automation and ML Research Team

100+
Clients worldwide

Gold
Microsoft
Partner



- ✓ Microsoft's AI Inner Circle Partner
- ✓ Microsoft's Content Services Partner
- ✓ Privileged partner with early access to Project Cortex
- ✓ Partnership with Azure Search Team
- ✓ Featured by Microsoft in their Partner Case Study.

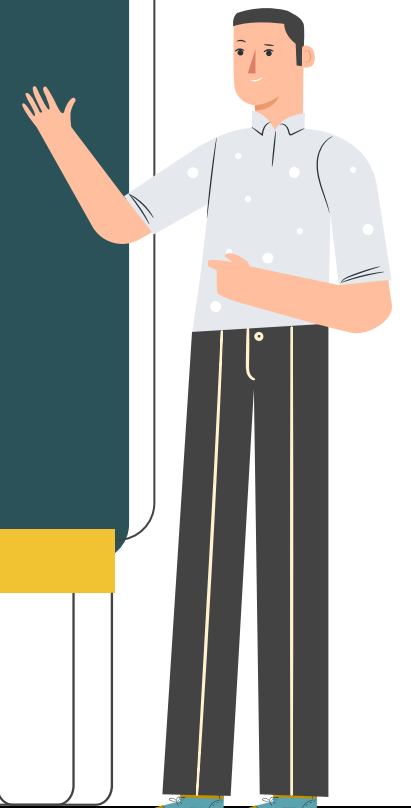


Improve the customer experience by supporting customers on their native language

Introducing Multi-Lingual Chat Services

Acuvate's Multi-Lingual Chat Services offering helps enterprise customer support teams by enabling agents to help their customers across multiple languages and channels. It helps organizations to:

- Reduce the dependency of local language skill agents.
- Reduce hiring team effort on recruiting of language specific skill agents.
- Business continuity – easier to have backup without language constraint.
- Performance improvement by focusing more on operational skills rather than language.



Key Features



Instant Language Interpretation

Live translation system lets live agents communicate with users/ customers in any language they wish to chat. For example, agents with English skills can provide support to customers in multiple ge-locations which speaks in multiple languages like Dutch, Spanish, Russia, Chinese and 100+ other languages.



Easy way integration with LoB System

Easy to integrate design of the system helps you to integrate with any of the existing systems including Chatbots, ITSM tools, HRMS tools, CRM systems etc.



Multi-Channel Support

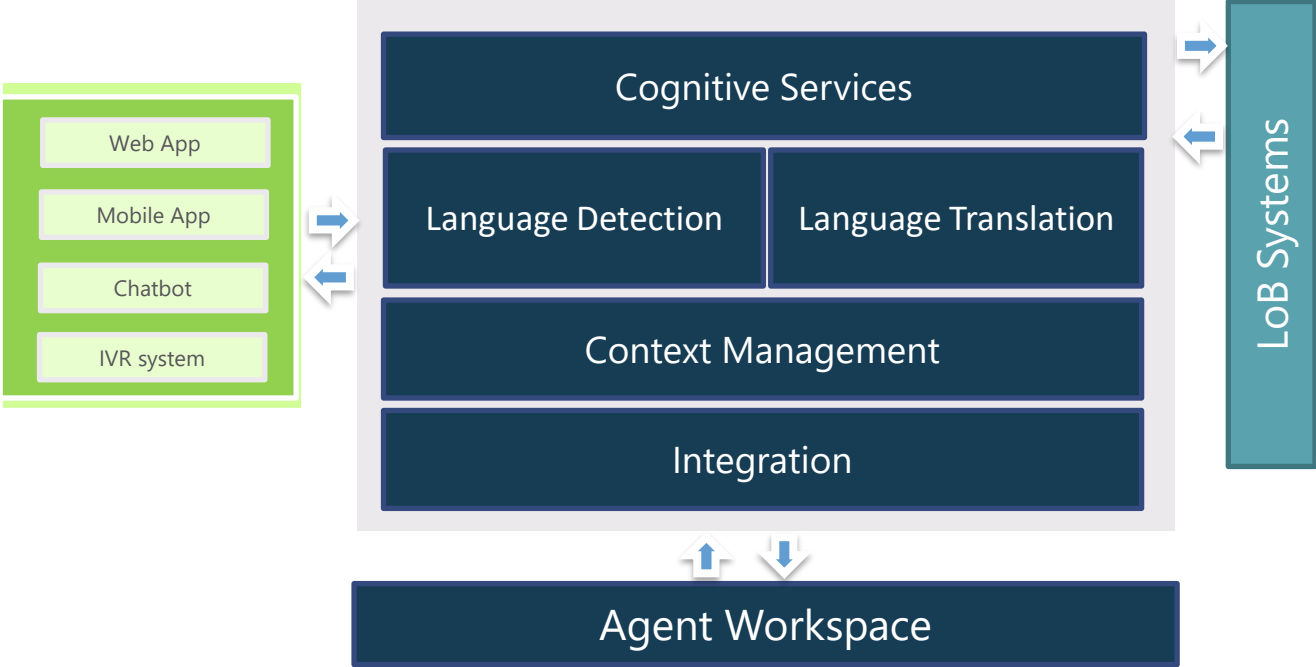
Support your customers via multiple channels like Email, Chat, SMS, IVR and Social media interfaces in any preferred language.



Plug & Play Agent workspace

With flexible design of the system easily plug-in with existing agent workspace systems in days of time instead of months.

Solution Architecture



Thanks

Any questions?

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🌐 acuvate.com



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... where *Acumen* drives *Innovation*