

Virtual Support Solutions

Meet TOBIAS, Divurgent's Al-enabled chatbot



Whether you're deploying a new system or providing routine end user support, Divurgent's Virtual Support solution enables real time chat, audio, screensharing, and video support from an experienced agent.

*Technology Operations Business Information Artificial System - "Tobi" for short!

Our solution includes an AI-enabled chatbot, nicknamed TOBIAS*, that answers basic questions, triages issues,

and learns from past chat logs. Additionally, the Microsoft Teams-powered solution **routes end-user requests** to agents with subject matter expertise within their assigned applications and can connect users to peers.

Overview of the Solution



Match Subject Matter Knowledge to User Types: Automated routing to agents with knowledge of the module and workflows.



Efficient and Scalable Operations: Platform can be rapidly deployed and scaled up or scaled down based on user demand.



Optimized First Request Resolution: Our chatbot resolves routine requests by providing answers or tip sheets using an artificially intelligent platform.



Tailored Solution: Each virtual support solution is tailored to your specific role types, common issues, and triage process.

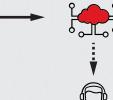


Data-Informed Approach: Comprehensive analytics dashboard that provides transparency into request volume, first request resolution, and response quality.

How It Works



REQUEST User Initiates Request



VIRTUAL SOLUTION A

Connect with
Al-Fnabled Chatbot

VIRTUAL SOLUTION B Connect to Live Agent





ISSUE RESOLUTION User Request Resolved



OPTIMIZATION

Leverage analytics and chatbot advanced training

About Divurgent

Divurgent is a solutions provider focused on what matters most to our client partners. We disrupt the typical value equation by using data-infused, flexible, and scalable solutions that demonstrate and quantify value for our partners. Our differentiated capabilities include:

- Data-Informed Delivery Approach
- Solution Adaptability
- Value-Oriented Approach
- Efficient & Scalable Operations
- Rapid, Flexible Client Responsiveness

Contact Us

For more information or to schedule a demo:

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