

Virtual Support Solutions

Meet TOBIAS, Divurgent's AI-enabled chatbot



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

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.

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



USER REQUEST
User Initiates Request



VIRTUAL SOLUTION A
Connect with AI-Enabled 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

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