



AI-powered Avatar

Heroes offers an AI-powered avatar, an innovative extension to standard chatbot functionalities. Designed for businesses seeking to elevate their customer interactions, this feature transforms how users communicate with AI, providing a more engaging experience.

Key features

The avatar solution is built on an adaptable architecture, allowing businesses to easily integrate custom information or unique functionalities. At its core, the system uses Azure services, which offer a range of capabilities to support the avatar's responsiveness. Initially released as a preview, Azure continues to add more features, enabling our solution to grow and improve over time. With the ability to choose from a variety of avatars, companies can tailor the user experience to better reflect their brand identity or audience preferences.

How it works

When users engage with the avatar, they speak directly to it. The system immediately converts the spoken words into text. From there, businesses have the flexibility to either manage the response themselves or route the query to AI engines like ChatGPT for real-time answers. The text-based response is then converted back into spoken words, creating a natural conversation. This solution is not only about generating static responses, it listens and interacts dynamically, making the experience much more personal.

Practical applications

Our avatar solution integrates into existing chatbot systems, enhancing them with voice interactions. This feature opens new possibilities for customer support, interactive tutorials, virtual assistants, and more. It enables businesses to provide more human-like interactions, improving user satisfaction and engagement.



80% of customers are more likely to make a purchase when brands offer a personalised experience

By leveraging Azure's advanced tools and AI capabilities, we offer a scalable and flexible solution that can be tailored to meet your specific needs, ensuring that your AI-driven customer interactions are both intelligent and engaging.

Want to learn more?

Contact Tom Steenbakkens on tom.steenbakkens@heroes.nl for more information.