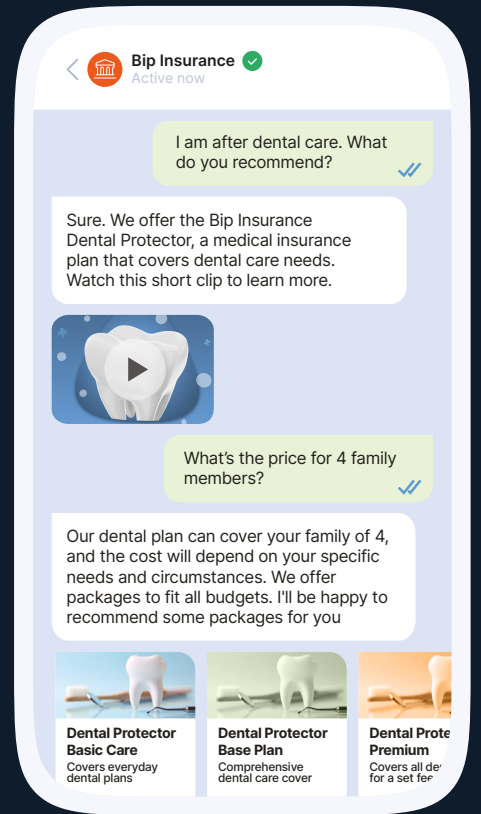


CONVERSATIONAL GENAI ASSISTANTS

Service customer queries faster with generative AI conversations

Drastically improve first contact resolutions over any messaging channel with autonomous AI bots built on a GenAI native platform



30%

Of all user queries handled by AI digital agent

95%

Of queries resolved in 3-5 messages without human involvement

LAQO

18%

conversion rate to engaged user

coolinarika[™]
by Podravka

Reduce Contact Center Exhaustion

Eliminate agent fatigue caused by repetitive inquiries. Instantly satisfy inbound queries, freeing up agents to focus on urgent tasks and escalations

Migrate Browsers Into Buyers

Facilitate human-like assistance, providing tailored recommendations and personalized support that keep users coming back for more

Greater Efficiency & Productivity

Converse with customer naturally without errors, delays or human intervention ensuring frictionless end-to-end journeys 24/7

Transformative Conversational Experiences



White hoodie
\$89

View

- Higher CSAT
- Buying journeys without human involvement
- Increased agent efficiency

A native GenAI platform that diligently handles and sorts vast amounts of information

GenAI Native CDP

Full AI Orchestration on a Single Platform

Insightful User Analytics

Deliver Over Any Channel

Allow customers to conveniently converse over their preferred channels



Automated Language Detection

Communicate in 130 languages, ensuring a smooth, natural, inclusive conversation experience for each user

Streamlined Intent Detection

Identify user intent and seamlessly direct inquiries to specialized AI assistants equipped with suggested replies

Multi-tenanted LLMs

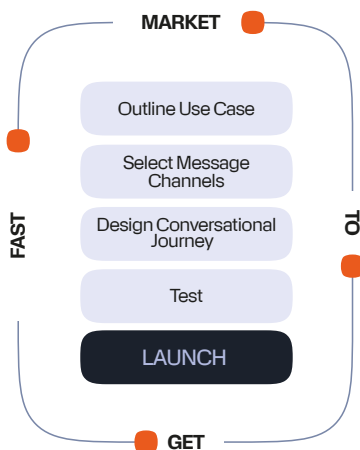
Diverse mix of LLMs for greater flexibility, fast content generation and cost control

AI Orchestration

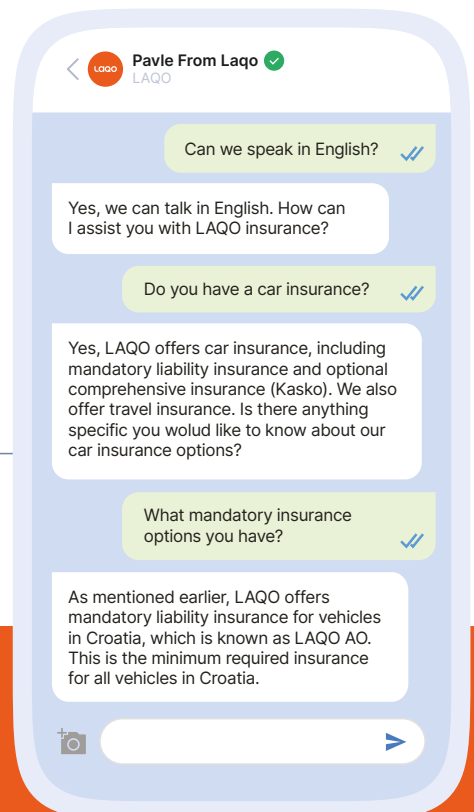
AI algorithms auto-guide users through the best assistance routes, ensuring faster and higher-quality resolutions

0% Hallucinations

Interactions free from grammatical and factual errors or misinterpretations providing your customers with accurate and reliable responses every time



We'll help you launch conversational journeys that enhance customer engagement and drive business impact with minimal effort and no coding expertise.



Conversational AI, Powered by Infobip

Start your free trial now

