



# Turn your contact center into a customer command center.

Resolve 90% of customer inquiries and usher in a new era of customer experience.

Our AI agents handle customer service conversations in 18 languages on behalf of 100+ enterprise brands including Caesars, PG&E, Marriott Hotels and Volkswagen.

## ABOUT POLYAI

PolyAI is the leading provider of lifelike AI agents for enterprise customer service.

Our AI agents resolve up to 90% of customer service inquiries through natural and consistent conversations that feel like talking to your best representative.

PolyAI was named on the Forbes AI 50 2023, as well as by Gartner as a Cool Vendor for Conversational AI. The company has offices in New York, San Francisco, London and Belgrade.

Solve today's efficiency problems while building out a new command center for CX.



### Intelligently resolve customer inquiries

Delight customers with a lifelike AI agent that always delivers your best brand experience, dramatically decreasing abandonment rates, increasing CSAT and recouping lost revenue.



### Build your brand CX intelligence center

Access industry-leading AI models and fine-tune them to perfectly fit your business and customer needs, ensuring accurate service resolutions every time.



### Your agent your way

Update knowledge bases, call flows, and function calls to make impactful changes to your AI agent, or let our specialist team do it for you.



### Champion a new era of customer experience

Access first-party customer insights through a personal BI agent and leverage the data to inform strategic decisions across the business.



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## Why PolyAI?

Our industry-leading proprietary tech stack is purpose built for accurate, reliable customer communication.

### LISTEN

**Advanced speech recognition you can control.**

Control speech recognition to deliver enhanced performance throughout the conversation.

### REASON

**The world's most accurate LLM for customer service.**

Access our in-house LLM purpose-built for customer service for consistently reliable performance.

### SPEAK

**Create a unique voice for your brand.**

Blend custom voice recordings with leading speech synthesis to create unique brand voices.

## PolyAI customers see results

**75%**

call reduction

Equivalent to 1,000+ FTE, saving \$10M+ in staffing costs

**Global delivery company**

**15pt**

CSAT increase

By reducing wait times and eliminating call abandonment

**Simplyhealth**

**20%**

revenue increase

Generated yearly from automated bookings

**Golden Nugget Hotel & Casino**

**4%**

revenue increase

From taking 100% of missed calls

**FTSE100 hospitality company**

**60%**

reduction in seasonal hiring

Generated yearly from automated bookings

**US retailer**

**19%**

reduction in Average Handle Time

Replacing lengthy IVR menu with fast, accurate self-service

**British bank**