Robotic Omni-Channel Communications with PersonalIT Vocamate Interactive (PIT VI)

PIT VI is an automatic cloud service for omnichannel communications based on Microsoft Azure infrastructure using the Artificial Intelligence (AI) capabilities to reach the highest level of customer satisfaction.

On one hand PIT VI can keep up the dialogue with customers by phone using Bing Speech as speech recognition (ASR) and speech synthesis system (TTS).

On the other hand service can work as a chatbot on different platforms via Azure Bot Service tools.

Depending on the script being run, PIT VI can use machine learning based on Azure ML facilities to automatically classify and appoint the task performer.

Integrated business process designer provides simple and rapid transformation of existing workflows and creation of new ones without vendor involvement.

PIT VI provides extended analytics based on SQL Server Reporting Services (SSRS) or PowerBI in advanced edition to explore all the data in one view

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