WYSDOM

The team, operational tools and data you need to get everything you want from your virtual agent program.

Wysdom delivers full-service conversational AI operations on any platform that enable higher performing, lower cost virtual agents. Full service virtual agent operations for the enterprise. Now that's Wysdom.

Who's Wysdom?

Operating and optimizing Conversational AI since 2014. A team of 100 experts dedicated to smarter virtual agents.

Wysdom Operations Center: Proprietary virtual agent analytics that works with any VA platform.

A comprehensive virtual agent operations solution on any platform.

What we bring to the table

Operations Center

Every single conversation analyzed, no matter the volume, detecting patterns, analyzing customer behaviour, sentiment, and more.

Virtual agent experts

A team experienced in analyzing virtual agent and live chat conversations, identifying the best solutions, optimizing AI models, and supporting virtual agent programs.

Virtual agent training data

Delivering a continuous stream of curated training data to keep your virtual agent learning.

Let's supercharge your virtual agent program together

From fully managed chatbot operations to design, build and tune-ups, we're ready to help.

Get in touch today:
wysdom.ai/contact or
sales@wysdom.ai

You can't fix what you can't see

Wysdom operates more enterprise virtual agents than anyone else in the world. With this experience, we have developed the Operations Center Suite. It begins with unparalleled analytics, from customer contact topics down to the performance of every chatbot intent.

The OC suite has been successfully deployed in banking, insurance, telecom, retail, utilities and government use cases. The OC provides a single view of all bot operations, across voice and text, multiple platforms and use cases.

Wysdom's operations Center suite

● Conversation Analytics

- List of all contact reasons derived using advanced AI models
- Millions of chatbot & live-chat conversations analyzed
- KPIs by contact reason delivers unique insights

○ Virtual Agent Optimization

- Everything needed to understand opportunities to improve the VAs
- Detailed NLU analysis by intent
- View by conversation flows to determine drop off points

● Virtual Agent Performance

- Deeper dive into virtual agent metrics
- Insights about how your bots are performing
- Containment analysis

● Customer Behavior

- Behavioral insights into how customers engage with virtual and live agents
- Feedback analysis, live agent wait times, customer satisfaction across channels

Customer Behaviour · Conversation Analytics · Virtual Agent Performance · Virtual Agent Optimization

Operations Center