dialonce
Customer Relationship AI

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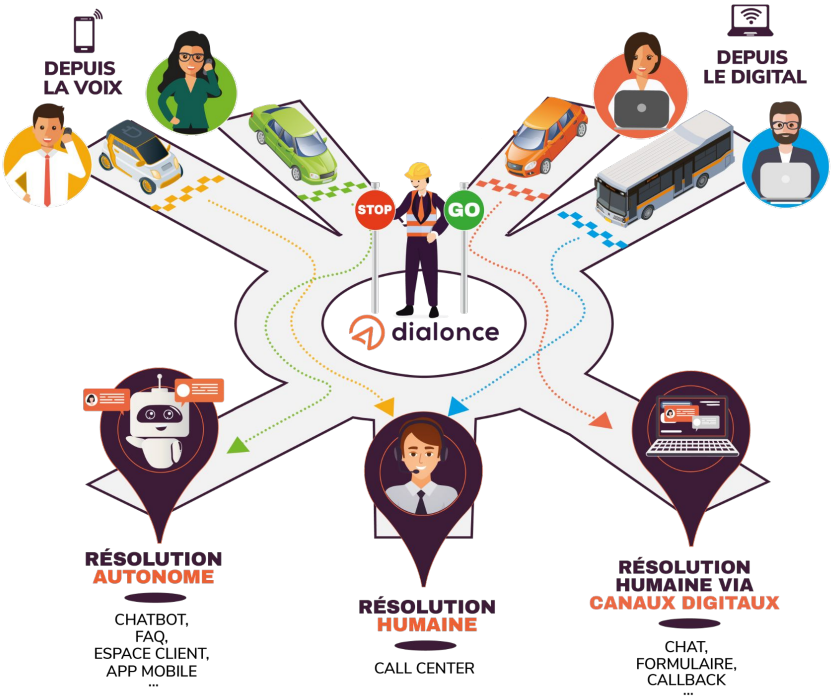
Azure

Selfcare and omnichannel routing



www.dial-once.com

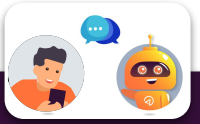
DialOnce Customer Relationship AI

The Omnichannel & orchestrator bot - functional focus

Customer interaction

Channels portability

WhatsApp | GBM | VoiceBot (via DID) | web



Trusted Generated solutions by DialOnce from your data

- Selfcare resolution
- Digital resolution (chat, callback, scheduled meeting, etc...)
- Oriented phone resolution by skills

Your existing solutions

API Integration to your information systems

loquant | AXIALYS | WORLDLINE | odigo | GENESYS | salesforce | zendesk | kiamo | iAdvize

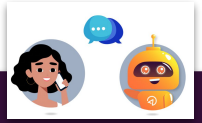
End user view - DialOnce Customer relationship AI

The power of conversational capabilities combined with the intelligent routing of the omnichannel orchestrator.

From your data

&

Your existing solutions



Trusted Generated solutions by DialOnce from your data

- **Selfcare resolution**
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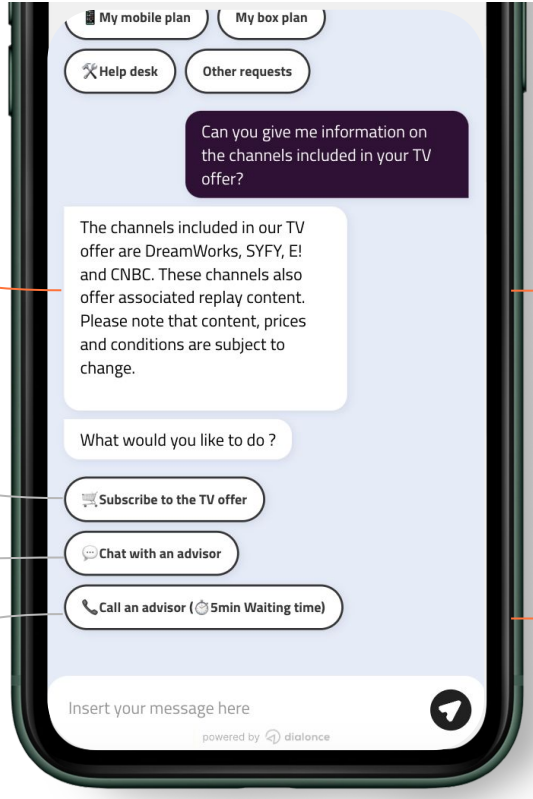
- **Oriented phone resolution by skills**



Smart response generated by AI from your own datas

Your solutions proposed by the orchestrator based on business rules

DialOnce Customer Relationship AI

The Omnichannel & orchestrator bot - functional focus

Data sources management

Extract > Normalize > Vectorizaton > Prompt engineering > Iterative evaluation

Data pipeline

Sync DB

Custom crawler & OCR

Bias and data cleaning

Vectoriel DB

Multi AI management

Modeling engine

LLM - Gen AI
Fine-tuned gen AI

CRLM - Customer relationship language model
(DialOnce property)
Pre-trained Intent classification model

dialonce CRAI

MLOPS pipeline (labeling, training, provisioning)

Users interactions

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