Elisa AI Bot
Service and customer service support in all channels

A robot that uses artificial intelligence, machine learning and natural language recognition to understand and process spoken and written natural language.

Serving customers

✓ Answer calls, emails, chats, SMS, CRM tickets, etc.

✓ Solves simple issues, makes a ticket, connects a contact or transfers the conversation to another channel.

✓ Digitalize the voice channel, enabling better analysis of contacts and integration with other customer service data.

✓ Integrates with different CRM and ticketing solutions.

✓ Performs call-out tasks according to the instructions provided.

Supporting an agent

✓ Pre-processes tickets, emails, or service requests by analyzing content such as sentiment and urgency and prioritizes them accordingly.

✓ The bot can make an alarm call or send a text message about critical contacts to an expert with a summary.

✓ Follow the conversation in any channel and provide the agent with ready-made response suggestions.

Elisa's own technology

✓ Elisa's own patented technology combined with Microsoft components.

✓ Azure OpenAI, Azure AI Speech, Azure AI Translator, Azure Language QA

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(54) COMPUTER IMPLEMENTED METHOD AND AN APPARATUS FOR SILENCE DETECTION IN SPEECH RECOGNITION

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