

AMELIA

The Most Human AI

Amelia acts as a digital employee who can take on a wide variety of roles and transform customer experience.



A Digital Agent with Human Traits

Amelia connects conversations to data and customers to provide personalized service at scale. She is a top performer:

1. Holds natural language conversations across chat, voice or via popular social platforms.
2. Executes processes end to end by integration with your IT systems.
3. Monitors your client's sentiment and adapts her responses accordingly.
4. Learns best practices dynamically by observing your top employees.
5. Adds instant scalability to your operations.

Amelia at Work Today

Diverse enterprises are already integrating Amelia into their businesses. For example:

- At SEB Bank, Amelia is resolving more than 85% of the queries addressed to her in Swedish and English.
- Amelia covers 82.1% of IT Service Desk requests at a global telecom provider. She has held more than 80,000 conversations.
- Amelia helps customer-facing teams at a Fortune 100 insurer provide policy information. Amelia hit a 92.88% success rate in just one month.
- At one of the world's largest gaming companies, Amelia is verifying user identities at 100% accuracy and has received an 86.72% satisfaction rating.

Why is Amelia Different?

Deep Language Comprehension

Amelia stands out from other technologies for her ability to understand natural language; not simply the words we use, but also their intended meaning. In contrast to pattern-matching platforms, Amelia can comprehend like a human to get straight to the point.

She learns quickly and gets smarter

Amelia can follow process maps created from her prior interactions. And like any smart worker, she observes colleagues to discover the optimal course of action. Amelia can then apply her learning to address similar future scenarios without human intervention. If she cannot address an issue herself, she escalates to a human colleague.

She adapts to us

Whereas other technologies demand that humans adapt their behavior to interact with "smart machines," Amelia adapts to human behavior.

What Does This Mean for You?

A digital workforce that:

- Is always available, 24x7
- Follows best practices consistently
- Leaves a full audit trail
- Works at machine speed
- Has near zero operational risk
- Scales easily
- Is mostly variable cost
- Is easy to (re-)train

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