Stop deflecting.
Start connecting.

It's time put your customer service number back on your homepage.

Parloa elevates customer service experiences by **making every interaction as easy as talking to a friend**. Our enterprise-grade AI Agent Management Platform enables contact centers to leverage the full power of generative AI.

It combines highly-skilled personal AI agents that can engage in **natural and unique conversations with every customer**, with AI assistance for human agents when they get on the line.

Parloa AI Agent Management Platform

Personal AI Agents

Operate highly-skilled, autonomous AI agents capable of connecting with any customer, in any language, at any time.

AI Assist for Employees

When human agents take the call, elevate them with the full power of genAI too, through real-time translations and suggested live responses.

AI Agent Lifecycle Management

A suite of tools to design, QA, deploy, and scale a team of AI agents — with simulations, evaluations, and additional AI safety measures built in to ensure reliability.

AI Model and Data Orchestration

Integrate the latest AI models and services, trained and optimized for customer service use cases that excel on the phone.

Let's talk!

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Global brands trust Parloa to connect with each of their customers, ensuring they feel heard through exceptional experiences that increase satisfaction and build loyalty.

Make every customer interaction as easy as talking to a friend

- ✓ increase Customer Satisfaction
- ✓ increase Conversion Rate
- ✓ increase Revenue
- ✓ increase Retention Rate
- ✓ increase Net Promoter Score

Trusted by leading global enterprises

DECATHLON · SwissLife · HSE
orderbird · DOMCURA
helvetia · GENERALI gosp · Deutsches Rotes Kreuz

In cooperation with world-class technology, service, and BPO partners

Microsoft · GENESYS · Transcom
ibex. · Waterfield Tech · ONE
MUUUH! · infinit.cx · NTT DATA

Award-winning platform, recognized for innovation

🏆 Zurich Insurance Innovation Championship 2024

🏆 **"Best Innovation in Customer Service"** w/ TUI and Transcom
European Contact Center & Customer Service Awards

🏆 **"Most Effective Deployment of Artificial Intelligence"** w/ HSE
European Contact Center & Customer Service Awards

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