

Use AI to Recognize and Respond to Customer Inquiries



Mimic human agent interactions with LiveVox's low-code, no-code AI Virtual Agents for conversational AI that is intelligent, personalized, and natural. LiveVox's Artificial Intelligence (AI) Virtual Agent configuration enables you to utilize AI to interact with your customers without the need for any custom integration or complex setup.

80%
of initial inquiries are
successfully handled by
AI Virtual Agents.¹



LIVEVOX AI VIRTUAL AGENTS FEATURES



Easy to Personalize

Pull directly from your customer database to personalize each AI Virtual Agent interaction and adjust workflows without complex coding requirements. With the LiveVox AI Virtual Agent builder, you don't need to spend time untangling the complexities of machine learning in order to structure conversational agent bots. Instead, LiveVox AI Virtual Agents use a graphical interface for a low-code, no-code implementation experience, making it simple to integrate chatbots and construct an IVR flow before deploying your AI Virtual Agent.

1. <https://sloanreview.mit.edu/article/the-future-of-customer-service-is-ai-human-collaboration/>

LiveVox AI Virtual Agents Features



Humanized Experience

Leverage advanced AI and Natural Language Processing technology to create a humanlike conversation while automating common service resolutions. AI Virtual Agents will be used more and more in the future (often as the first point of contact) and can be described as a computer-generated, animated virtual character that serves customers just as human agents would. LiveVox's AI Virtual Agents carry out intelligent conversations with customers by responding to queries and becoming smarter over time as they gather more information.

This enables more personalized interactions based on customer preferences while providing relevant responses for resolution, as well as becoming more predictable of future customer needs based on said learnings.



Streamline Escalations

LiveVox captures all AI Virtual Agent interaction data and automatically passes that conversation history to a human agent via Contact Manager in order to streamline the escalation from virtual to human agent, bypassing the need for complicated data lookups and more easily assimilating customer data. This ensures customers are assisted in a timely manner and human agents can do what they do best – engaging with human customers using problem solving skills and empathy – rather than re-gathering information or re-authenticating customers.

LiveVox AI Virtual Agents pass on conversation history to human agents.



LiveVox AI Virtual Agents Features



Codeless Automation

Rapidly deploy your bots without engineering effort. Advanced AI and Natural Language Processing provide fast, accurate self-service in low-code, no-code IVR workflows that provide the ability to create customized responses to customer queries.



Bring Your Own Bot (BYOB)

LiveVox has standard integrations with Speakeasy, Interactions, Voca.AI, and Google Dialogflow for vendor-agnostic, “Bring Your Own Bot” scenarios. Our standard integration model is simple and easy for a product vs. project implementation. This means that LiveVox AI Virtual Agents follow a very repeatable, consistent rollout, going through a standard deployment process that is supported the same way each time—so you can deploy bots across your entire ecosystem simply and

LiveVox AI Virtual Agents allow integration with third-party AI.



Easily Track and Measure AI Virtual Agent Performance

LiveVox’s standard public APIs log AI Virtual Agents onto the LiveVox platform similar to human agents. This approach provides contact centers with unified dashboards, reporting, and call recordings, for both human and AI Virtual Agents, so your organization gets a comprehensive understanding of both.