ultimate.ai

Add a **conversational virtual assistant** to relieve your customer service team

LiveChat

WHY SHOULD I USE ULTIMATE.AI?

- Implement an AI based virtual assistant independently of your day-to-day operations.
- Create outstanding customer experiences with a state-of-the-art widget.

- Let customers resolve their issues with a highly connected assistant themselves.
- Reduce the amount of tickets and calls in your customer service drastically.

HOW ULTIMATE.AI IS CONNECTED TO YOUR EXISTING CONTACT CENTER SETUP

1. Consumers contact your brand through LiveChat.

2. Your virtual assistant provides relevant information being connected to your backend system and supported by rich media features.

The virtual assistant resolves the issue completely or points the consumer into the right direction.

3. In case no resolution is achieved, relevant information will be forwarded as an email ticket.

4. Agents can resolve pre-qualified emails faster.

Chat interaction   Email escalation

Consumers **1** → **2** ultimate.ai **3** → **4** → Human Agents

5 SIMPLE STEPS TO GET STARTED WITH ULTIMATE.AI

1. Use our industry templates to get started with your virtual assistant.

2. Adapt the virtual assistant behavior according to your processes and preferences.

3. Setup the ticket escalation option to your contact center.

4. Implement LiveChat to your website or app.

5. Go live and let customers interact with your virtual assistant.

WHY COMPANIES CHOOSE ULTIMATE.AI

1. Message understood rate at >90% across all clients.

2. 41% pure automation rate across all clients.

3. Deeply embedded into existing Commerce and Payment platforms.

4. Dedicated customer success team with conversational designers and solution architects.

5. Trusted automation partner for a further rollout of conversational AI.

GET STARTED WITH ULTIMATE.AI. CONTACT OUR HEAD OF SALES, MIKE MCCARTHY AT MIKE.MCCARTHY@ULTIMATE.AI