

Creative Virtual and Speakeasy AI: Powerful AI-Infused Voice Solutions

The integration of conversational AI technologies from Creative Virtual and Speakeasy AI empowers enterprises to expand the self-service they deliver with V-Person™ virtual agents and chatbots from digital channels to voice channels quickly, with high accuracy and at large scale.

How does the conversational AI integration work?

Speakeasy AI's Speech-to-Intent™ listens to the user speak in natural language and identifies the intent or need. This intent is then matched with the response curated in V-Person to control the conversation and return a precise answer to the user.

Speakeasy AI provides:

- ✓ Active Listening Pilot™ to identify use cases and build a business case
- ✓ Customized, business-specific language models
- ✓ Patent pending Speech-to-Intent to enable better understanding and fast updates



Both technologies provide:

- ✓ Advanced natural language processing (NLP) capabilities
- ✓ Innovative neural net technology
- ✓ Real-time reporting functionality



Creative Virtual provides:

- ✓ Flexible integration with external content sources and backend systems
- ✓ V-Portal™, a robust orchestration platform with easy-to-manage workflows
- ✓ Customization of answers for voice and any other channels

What are some common use cases?



IVR

Deploys on any Interactive Voice Response (IVR) system to enable voice automation of chatbots and virtual agents for easy customer self-service and intelligent call routing



Contact Center

Acts as an agent assist tool by listening to voice conversations and providing suggestions from the agent-facing virtual agent to reduce handling times and improve efficiency

Learn more: www.creativevirtual.com | www.speakeasyai.com