Products & Solutions

2021

AMELIA®

AMELIA®

Amelia, The Most Human AI™

Businesses struggle with two difficult and perpetual challenges: How to reduce operating costs while improving customer experiences. Amelia, the market-leading Conversational AI agent, empowers businesses to achieve both without sacrificing production or quality — in fact, Amelia creates improvements in those areas and more.

As the industry's premier Digital Employee and Conversational AI solution, Amelia delivers the best elements of human interaction – conversation, expression, emotion and understanding – to thousands of user experiences every day, driving deeper connections and greater business value.

Whether your company is trying to increase productivity, revamp customer experiences or improve the reach of direct sales, Amelia and Conversational AI are the answer. Companies across vertical industries are developing and deploying Conversational AI use cases with Amelia that are delivering ROI across several dimensions.

Amelia's Capabilities:

Natural Language Understanding

Amelia understands words and their intended meaning, providing contextual responses with high accuracy and minimal input for training.

Understands User Sentiment

Amelia understands user sentiment and delivers appropriate responses, ensuring high user satisfaction.

Real-Time Journey Analytics

Business analytics highlights value and important areas for continual optimization of Amelia functionality.

Connects to Enterprise Systems

Amelia's prime purpose is to execute and resolve tasks end-to-end on behalf of customers and end-users in existing back-end systems.

Context Switching

Unlike a chatbot, Amelia switches between threads and topics flexibly, providing quality humanlike experiences.

Pre-Built Vertical Skills

Amelia has been trained on industry-specific words and processes to speed up deployment times.

Presents Visual Information

Amelia controls what the users see (Web/mobile) so that she visually guides them through the process.

Learns and Improves Over Time

Amelia uses observation and supervised learning to increase her knowledge and learn new skills throughout her lifespan.

Collaborates with Human Colleagues

After escalating issues to human employees when required, Amelia can coach them by suggesting responses based on thousands of previous conversations.

Telefónica

Telefónica deployed Amelia as a real-time live customer service rep. After a four-month ramp up, Amelia now handles 100% of all call volume. She recognizes customer intent correctly on 87% of calls, and customer abandonment rates on Amelia-led calls decreased 24% from the initial week of deployment.

Bankia

Bankia hired Amelia, renamed Bianka, to help manage increasing customer requests for voice-based phone support and mobile app support. After four months, Bianka was conducting almost 50,000 active conversations per month. Less than one year after Bankia deployed her, she averages more than 150,000 conversations per month, with resolution and intent recognition rates of 90% each. She recently surpassed 1 million total conversations, far surpassing initial expectations.

AMELIA®
HyperAutomation Platform

The Amelia HyperAutomation Platform

The average IT service desk receives hundreds of tickets per month. Each ticket sits in a queue for on average at least a day before receiving a first response. The delays are not due to the complexity of the requests, it's because there's simply too many of them. This dilemma is not unique to IT. Simple HR requests, expense approvals and CRM tasks also go unfulfilled because of sheer volume.

The Amelia HyperAutomation Platform combines AI and business process orchestration with a conversational interface so your company can provide on-demand employee services.

The Amelia HyperAutomation Platform Differentiators:

No More Tickets

Amelia communicates with administrative employees to help them resolve basic IT and back-office requests. Say goodbye to endless drop-down menus and service desk emails. With Amelia as the platform's conversational interface, users can connect instantly with internal corporate systems. She can automatically solve one-touch problems, or she can direct more complex requests to the appropriate human colleague. Whether it's resetting a password, logging vacation days, or filing an expense report, Amelia can provide support on-demand.
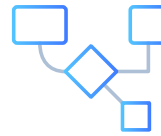
Conversational Process Orchestration

As IT teams guide Amelia through each step of a business process, Amelia builds automations. Unlike other tools, we don't charge extra when volume spikes. Our solution handles multiple tasks at one time, and our system is as scalable as the compute power you enable. It can carry out integrated processes end-to-end, even if they involve multiple systems.

End-to-End IT Operations

Our integration framework lets you connect all of your IT operations tools and overlay them with Amelia so that no IT task gets left out of the equation. Use our solution for complete end-to-end IT ops, or build a best-of-breed system with Amelia HyperAutomation Platform serving as the autonomic backbone.

Intelligent Automation

Out-of-the-box, the platform is ready to automate complex business processes. The platform learns from user interactions and human inputs. As human engineers complete tasks, virtual engineers identify and create automations to improve processes.

Amelia in Action

30%
Increase in IT Efficiency: Within 90 days, we'll have your IT operation running 30% more efficiently.

60%
The system solves IT support issues on-demand, which results in an average 60% reduction in Mean-Time-to-Resolution.

56%
The platform automates 56% of IT processes, which helps eliminate busy work and repetitive tasks.

AMELIA®
Digital Employee Builder

Digital Employee Builder

Amelia is the market-leading Digital Employee – and with the Digital Employee Builder, she is easier to hire than ever!

The Digital Employee Builder is an Amelia capability that allows companies of all technological skillsets to create custom-made Digital Employees at scale. Users are guided by Amelia as they design role-optimized Conversational AI solutions to their specific needs and preferences.

This capability distinguishes Amelia from similar solutions thanks to a dramatically accelerated time-to-value. Amelia guides users through the Digital Employee creation process in 30 minutes. The capability is built with the less tech-savvy in mind, so the process requires no coding experience.

This enables rapid deployment, easy scalability, and an onboarding process anyone can master.

Amelia is More Sophisticated Than a Chatbot

Our Digital Employee Builder is not built from decision-trees and strict FAQ scripts. Amelia's Natural Language Understanding is augmented with new Deep Neural Network (DNN) AI models in order to handle more complex dialogs, understand conditional logic and respond intelligently when faced with unknown requests. She doesn't constantly ask users to rephrase requests when she gets flummoxed, which is often the hallmark of low-level chatbots or Interactive Voice Response (IVR) systems.

With the Digital Employee Builder, powered by Amelia, your company can experience substantial business benefits:

Accelerated time-to-value

Simple, no-code onboarding

Lower operating costs

Improved customer satisfaction/ retention

Increased employee engagement

DIGITAL
Workforce.ai
⚡ by Amelia

DigitalWorkforce.ai

Businesses today are dealing with massive spikes in customer service inquiries, both to physical contact centers and through online channels — and many are struggling to keep up with the increased demand. Customer service queues and hold times are up, and customer satisfaction is nosediving.

The same is true for internal employee services. As many companies adapt to increased remote work, IT queues have become backlogged and technologists have scrambled to help ensure employees remain productive from all over the world.

A Digital Employee can field and triage customer calls and employee inquiries on the first touch, answer questions and process inquiries, and only route calls to human agents when necessary — resulting in positive experiences for everyone. Unfortunately, many chatbots require significant manual configuration and oversight.

Enter DigitalWorkforce.ai

The Digital Workforce is not some far-off trend — it's here, and you can start building yours today. DigitalWorkforce.ai is the one-stop online marketplace where users can browse, interview and onboard Digital Employees powered by Amelia, the industry-leading Conversational AI solution.

Find Digital Employees with a wide range of IT Service Desk skills and functions that will augment your IT Department by optimizing routine operations, lowering costs and delivering business value.

Easy to Access, Onboard and Implement

DigitalWorkforce.ai allows users to research, interview and onboard a pre-trained digital employee all in one platform. After onboarding, users can work with Amelia to quickly get your Digital Employees to work.

Try before you buy

With DigitalWorkforce.ai, users can interview a Digital Employee to review skills and abilities before onboarding, so users have confidence that the employee will have an impact.

Pre-built for faster and more efficient deployment

Pre-built Digital Employees in DigitalWorkforce.ai benefit from Amelia's years of on-the-job training, so they're ready to handle IT Service Desk systems and roles immediately.

Digital Employees for IT Service Desk

- Email Configuration and Troubleshooting
- Printer and Device Configuration and Management
- Wi-Fi Access and Troubleshooting
- ITSM Integration and Management
- Account Unlock
- Web Conference Management

- VPN Troubleshooting
- SSO Set-up and Troubleshooting
- USB Request Management
- Lost Device Reporting
- New Equipment Requisition
- IP Phone Troubleshooting

Digital Employees for Customer Care

- Portal Access Manager
- Portal Troubleshooting (password resets, etc.)
- Product/Service Tutorials
- Product/Service FAQs
- Refund Requests
- Product/Service Issues

- Product Insurance Claims
- Product Returns and FAQs
- Schedule/Reschedule/Cancel Appointments
- Store Locator
- Company FAQs

Digital Employees for Insurance

- Billing Representative
- Claims Specialist
- Policy Assistant

- Policy Processing Agents
- Queries Assistant
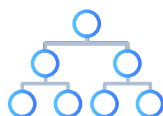
AMELIA
For Banking

Amelia, The Most Human AI™
Highly satisfied banking customers are two and a half times more likely to open new accounts and buy new products with their existing bank than those who are merely satisfied, according to McKinsey & Company. The key to customer satisfaction is to prioritize high-impact journeys and systematically redesign them from scratch— a process that can take about three to four months and result in at least a 15-20% lift in customer satisfaction.

Amelia for Banking is a solution that can achieve fast results. Amelia, the market-leading Conversational AI agent, is an expert at banking customer service roles and skills.

Amelia performs 45 skills grouped in three major roles in the banking sector:

Credit Card Processing

Account Management

Mortgage Processing

Amelia's Proven Experience
With her focus on creating business value, superior natural language understanding, end-to-end learning, and digital/human collaborative ability, Amelia sets the pace for Conversational AI solutions, and is proven enterprise-level technology at work in companies around the world.

Amelia is the most human and comprehensive AI platform on the market. She connects conversations to data and processes to give every customer the best end-to-end experience possible. It also means she can increase the effectiveness of your financial institution by getting work completed more efficiently than ever before.

Amelia is being deployed in a variety of roles that previously required live banking agents to complete processes and/or fulfill requests.

Bankia

150,000 conversations per month.

Resolution and intent recognition rates of 90% each.

More than 1 million total customer conversations.

BNP Paribas

Amelia provides customer service for a site that receives more than 1 million visitors.

Queries answered in French and English.

Amelia is trained in 27 skills for Securities Services customers.

AMELIA®
For Customer Care

Amelia for Customer Care

Here's the harsh reality: After one negative experience, 51% of customers will never do business with that company again. In addition, 75% of customers believe it takes too long to reach a live agent, with the same percentage expecting help within five minutes, according to McKinsey. Even a moderate improvement in customer experience generates additional annualized revenue. Companies are increasingly turning to Conversational AI for customer care to help meet critical customer care issues and business growth.

When businesses deploy a Conversational AI agent like Amelia, more than two-thirds realize measurable benefits, including reduced wait times and a 20% increase in first-call resolution. Amelia for Customer Care is ideal for companies looking to use the industry's most advanced Conversational AI solution for either accelerating first-touch customer interactions and resolutions, or for elevating end-to-end customer service journeys.

With this solution, companies can hire Amelia to perform a variety of Customer Care roles and skills at unmatched scale:

Customer Portal
- Portal Access Manager
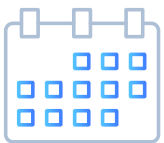- Portal Troubleshooting (password resets, etc.)

Product/Service Orders
- Product/Service Tutorials
- Product/Service FAQs
- Refund Requests

Shipping Manager
- Product/Service Issues
- Product Insurance Claims
- Product Returns and FAQs

Schedule/Reschedule/Cancel Appointments

Store Locator

Company FAQs

Experience real business value with Amelia for Customer Care.

Telefónica

Amelia handles 4.5 million calls each month, and 100% of all mobile traffic.

She resolves almost 20% of calls without any human assistance.

She helped decrease customer abandonment rates by 44%.

AMELIA
For Healthcare

Amelia for Healthcare

Even before the COVID-19 pandemic hit, many countries faced massive shortages of qualified nurses and doctors — and the problem is only getting worse. According to the Bureau of Labor Statistics, there will be more than a million registered nurse openings in the US by 2024. There are a variety of reasons for the employment gaps, including increased competition for talent and an increased need for care from the aging boomer population.

Unfortunately, many hospitals and healthcare centers are forced to spend more resources recruiting and retaining qualified doctors and nurses, which can detract from financial and productivity gains. According to a report from Reuters: "Healthcare labor costs typically account for at least half of a facility's expenses. They jumped by 7.6% nationally last year, after climbing at a rate closer to 5% annually in recent years."

As a complement to medical professionals and provider networks, Amelia for Healthcare can be truly transformative. In fact, the trend of patients accessing general information and services via AI-powered digital agents like Amelia is accelerating, as more providers and patients turn to telemedicine. Through the end-to-end automation of healthcare information ecosystems, patients can concentrate on their overall care plans, and providers can deliver more personalized and efficient services.
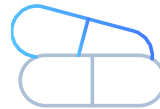
Amelia performs a variety of healthcare roles at unmatched scale, including:

Homecare Services
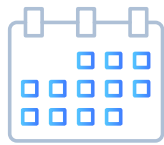
Appointment Management

Prescription Management

Payment Management

aruma.

Amelia serves Aruma, Australia's leading disability service provider, in four critical functions

She works in collaboration with staffers to log quantitative and qualitative customer data as events occur, providing just-in-time reporting and converting unstructured inputs into structured data.

She logs start-of-shift and end-of-shift data, as staff capture team communication, customer feedback and progress, and critical incidents by conversing with Amelia through a voice-to-text interface.

Amelia helps staff write, by breaking down reports into a series of questions to be answered and with prompts for missed details. With intent recognition, Amelia helps to categorize information and flag specific workflows.

Together, these elements allow staff to forego time-consuming manual notetaking and enables them to focus on providing better, more informed support to customers both in the home and in the community.

In initial trials Amelia significantly reduced incident reporting times, with time savings of up to 75% in some cases. Aruma says Amelia can enable staff to capture higher quality data, allowing support workers to spend more time with customers.

AMELIA®

For HR Services

Amelia for HR Services

Most companies' HR departments are often overwhelmed with employee questions and inquiries, especially during events such as onboarding or open enrollment for benefits. Employees usually contact HR by email, telephone, or in-person. Each of these interactions requires an HR worker to stop doing the important work on which they should be focusing in order to answer simple, oft-repeated questions, such as "How many vacation days do I have left?" or "Where can I find the Employee Handbook?"

HR Services can change dramatically when a company hires Amelia, the market-leading Digital Employee. Instead of going to HR workers, employees can simply type or speak a question to Amelia. It's as simple as chatting with a colleague on Slack or an HR specialist on the phone.

HR staff also work directly with Amelia to simplify their jobs. Freed from answering basic questions and performing manual entry into an HR system, staff can handle bigger-picture tasks, such as employee performance improvements, office culture initiatives and more.
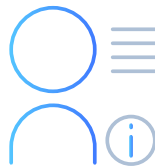
Amelia for Human Resources

Companies can hire Amelia to empower staff to communicate via voice or chat to resolve issues or ask questions. She delivers relevant, personalized information efficiently, allowing HR staff to focus on high-value tasks.
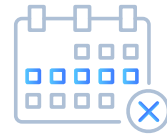
Amelia performs a variety of HR roles at unmatched scale, including:

Employee Onboarding

Personal Information Mgt.

Absence Management

Communication

Benefits Management

Procurement

Expense Management

AMELIA®

For Insurance

Amelia for Insurance

The need to provide speedy and effective insurance customer service has never been more critical. Companies need to give customers digital platforms to conduct basic insurance transactions from start to finish. This includes researching policies, buying and upgrading policies, and comprehensive account management.

Forcing customers to wait on hold, or interact with IVR (interactive voice response) systems, is no longer an option. Those organizations that provide top-of-the-line digital experiences will be where customers turn when they need insurance services. In fact, 74% percent of customers say they would take insurance advice from a virtual assistant, according to Accenture. That's because Conversational AI provides the best-possible insurance agent experience in the industry.

Amelia is the most comprehensive insurance specialist on the market. Customers and employees communicate with Amelia via voice or chat to resolve support issues or ask questions. She delivers relevant, personalized information efficiently, freeing up human insurance agents to focus on high-value tasks.

Amelia for Insurance offers expert service across insurance disciplines:

Policy Processor

Queries Assistant

Billing Representative

Renter's Insurance Specialist

Claims Specialist

Policy Assistant

Proven Insurance Results

Amelia serves as a whisper agent for one of the largest insurance companies in the world.

50

Trained in 50 unique industry-specific topics.

4.2 minutes

Helped reduce average call duration from 4.6 to 4.2 minutes.

75%

75% of inquiries are solved during the first call with Amelia, up from 67% previously.

250,000

Averages 250,000 customer interactions per month.

AMELIA®
For IT Operations

Amelia for IT Services
Almost 40% of organizations take more than 30 minutes on average to resolve IT incidents impacting consumer-facing digital services. Yet only a fraction say modernizing IT operations is part of their digital transformation strategy, possibly because overall IT budgets keep declining each year.

Amelia for IT Services can provide businesses with a superior way to handle employee inquiries without a total reconstruction of IT operations.

Amelia for IT Services is a solution that performs IT Service Desk, Help Desk and IT Operations tasks with industry-leading scale and speed, eliminating IT support queues and reducing resolution times.

Amelia, the market-leading Conversational AI agent, works with human colleagues to streamline IT Service Desk and Help Desk activities. She helps overwhelmed IT Service Desk employees with support tickets for improved productivity. She also knows how to troubleshoot issues related to Unified Communications, Wi-Fi access and VPN. She can act as an IT organization's communications department, locating and providing status updates on support requests, and escalating them when necessary.

She is pre-trained to handle these IT Service Desk requests:

Password Resets

Email Configuration and Troubleshooting

Printer and Device Configuration and Management

Wi-Fi Access and Troubleshooting

ITSM Integration and Management

Account Unlocks

Web Conference Management

VPN Troubleshooting

SSO Set-up and Troubleshooting

USB Request Management

Lost Device Reporting

New Equipment Requisition

IP Phone Troubleshooting

CGI

CGI Deploys Amelia for IT Services

Trained
She can be trained to handle new use cases in order to ensure your IT Service Desk remains one step ahead of the most common issues your employees face.

12,000
CGI has deployed more than 12,000 automation workflows using Amelia's solution. More than 30 different information systems are now proactively monitored. Thanks in large part to proactive monitoring, CGI has witnessed a 30% reduction in client outages.

85%
When dealing directly with end users to resolve IT issues, Amelia's intent recognition and resolution rates have reached 85%. She's able to resolve 67% of incidents without any human involvement.

AMELIA®
For Telco

Amelia for Telecommunications

Telecommunications firms struggle to keep pace with their own success. The Internet of Things (IoT) will drive a compound annual growth rate (CAGR) of 13.6% and eclipse $1.2 trillion in revenue by next year, according to IDC. Unfortunately, success does not equate to customer satisfaction. The telco industry scored only 74.3% in customer satisfaction — the second-worst behind only the transportation industry.

Unfortunately, high-volume telco call centers are challenged to scale with call spikes. The capacity to quickly react to changes in real-time is greatly reduced, impeding the ability to upsell or cross-sell services. Hiring call center staff and maintaining proper staffing levels is a perennial hurdle, with extensive learning curves for new agents and high attrition.

Amelia is a telecommunications professional with more than 20 years of experience covering a wide range of customer care skills. She collaborates well with humans, handling customer service requests 24/7 within minutes.

Amelia performs a variety of telco customer care roles at unmatched scale:

Contract Duration

Penalties

Balance Inquiry (pre-paid)

Company Information

Telefónica

Telefónica, the largest telecommunications company in Spain

4.5 million

Amelia handles 4.5 million calls each month, and 100% of all mobile traffic.

20%

She resolves almost 20% of calls without any human assistance.

44%

She helped decrease customer abandonment rates by 44%.

Amelia is the world leader in Enterprise AI and the home of Amelia, the industry's premier Digital Employee. Amelia's ability to learn, interact and improve over time makes her the Most Human AI™ that can fully understand user needs and intentions.

Contact us at Amelia.ai/contact

AMELIA®