

LINKLIVE

Voice IVA

LinkLive Voice IVA (Intelligent Virtual Assistant) is a conversational, Agentic AI solution for your voice channel. Built on your knowledge base and workflows, it streamlines customer interactions, improves efficiency, enhances personalization, and reduces service costs.



**Improve
Containment and
Personalization
with Voice-Enabled
Virtual Assistants**



Ai



Smarter Voice Interactions

Train your digital labor to automate up to 40% of inbound calls, reduce average handle time by 60%, and boost first-call resolution by 80% with Voice IVA powered by agentic AI. Deflect routine inquiries and contain over 50% of engagements, freeing agents to focus on complex, high value conversations. Deliver 24/7 self-service with fast, accurate responses, leveraging generative AI and natural language understanding for peak efficiency.



How it Works

Trainable, Trusted Voice & Digital AI

Train your digital labor to use secure, updated knowledge or tailored prompts for workflows. The AI adapts in real time, learning from new info, handling inquiries, asking clarifying questions, or escalating to team agents.

Authentication & Fraud Prevention

Verifies callers through phone number validation, SMS multi-factor authentication, and other advanced features with trusted partners such as TransUnion and Pindrop.

Conversational Q&A

Provides immediate answers to routine questions such as branch hours, routing numbers, or fraud processes, powered by your knowledge base.

Real-Time Voice IVA Translation

Breaks down language barriers with real-time, bi-directional translation in more than 75 languages. Customers can speak in their preferred language, while Voice IVA ensures accurate responses in context.

Seamless Agent Handoff & Virtual Holds

Transfers to LinkLive or third-party CCaaS agents with caller details, transcripts, and context preserved for a smooth handoff. Offers callbacks when queues are long, improving customer experience while reducing wait frustration.

Post-Call Intelligence

Delivers call summaries, transcripts, and reporting dashboards for ongoing optimization.

Your Virtual Assistant, Customized

Your brand builds trust and sets you apart. Voice IVA can be trained and customized with a name, tone, and personality to reflect your brand, while adapting quickly to evolving needs and workflows.



Human-Centric, Ethical, Secure

LinkLive's Agentic AI-powered customer engagement platform was built specifically for highly regulated industries. Our encryption and secure data centers have earned the stringent HITRUST r2 certification, which covers more than 50 regulations, standards, and frameworks.

More than 1,100 financial and healthcare organizations trust LinkLive to empower efficient conversations and transform customer, member, patient, and resident interactions.

Why should you choose LinkLive Voice IVA

- Automate up to 40% of inbound calls
- Reduce average handle time by up to 60%
- Increase first-call resolution by up to 80%
- Improve containment by up to 86%
- Provide 24/7 support while reducing reliance on live agents
- Support multilingual customers with real-time translation
- Protect sensitive conversations with advanced authentication and secure infrastructure