# LINKLIVE

# Chatbot IVA

**Chatbot IVA is a state-of-the-art Conversational AI feature, powered by your knowledge base and designed to expedite customer interactions.**
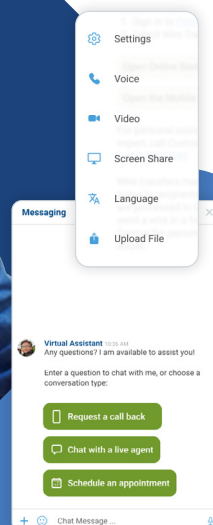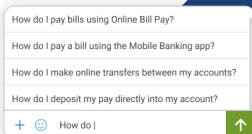
## Improve Efficiency and Customer Engagement with Customizable Virtual Assistants

Hi!
How can I help you?

## Secure, Ethical AI that Delivers Real Results

Reduce handling time by 60%, and increase first-call resolution by up to 80% with Chatbot IVA. Harnessing the power of generative AI and natural-language processing, Chatbot IVA understands historical context and nuance to generate fast, accurate responses to consumer inquiries. The result? Your agents have more time to focus on complex, high-value conversations.

How do I pay bills using Online Bill Pay?
How do I pay a bill using the Mobile Banking app?
How do I make online transfers between my accounts?
How do I deposit my pay directly into my account?

How do I

Settings

Voice

Video

Screen Share

Language

Upload File

Messaging

**Virtual Assistant** 10:26 AM
Any questions? I am available to assist you!

Enter a question to chat with me, or choose a conversation type:

Request a call back

Chat with a live agent

Schedule an appointment

Chat Message ...

# How it Works

### Voice and Digital Messaging Capabilities

**VOICE COMING SOON**

Some customers prefer digital messages, while others prefer voice. Chatbot IVA effortlessly assists customers in both channels, so they can interact with your organization how they want to.

### Your Virtual Assistant—Customized

Your brand is everything. It's how you differentiate your organization from competitors and build trust in the market. Chatbot IVA is deeply customizable, so you can make it an indistinguishable, integrated part of your brand. Assign it a name, "personality," and the human qualities of your best agents to reinforce your brand and enhance the customer experience.

### Prevent AI "Hallucinations"

Chatbot IVA is powered by your knowledge base, not external, unreliable sources. Our Workflow Orchestrator allows supervisors and administrators to leverage an existing knowledge base (or create a new one), for Chatbot IVA to source from. So your customers receive tailored, accurate, and up-to-date responses.

### Seamless Agent Handoff When Needed

Some complex or sensitive issues require a human touch. When a customer wants to move from the virtual assistant to a live person, the handoff is as easy as it is smooth. And when your agent takes over, prior conversation history provides context, so they can pick up where the conversation is instead of starting over from the beginning.

## Human-Centric, Ethical, Secure

LinkLive's AI-enabled platform was built specifically for highly regulated industries. Our encryption and secure data centers have earned the very stringent HITRUST r2 certification—which encompasses over 50 regulations, standards, and frameworks.

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

### Why should you choose LinkLive Chatbot IVA

- Improve handling times and increase first-call resolution.

- Reduce service costs while delivering excellent experiences.

- Improve customer satisfaction scores with fast, personalized, 24/7 support.

1.952.392.1834    |    team@linklive.ai