

AI



InData Labs

CONVERSATIONAL VIRTUAL ASSISTANT



Automate query resolving, enhance customer experience, and free up human agents for more important tasks with your intelligent virtual assistant tool.

Business challenge:



Virtual assistants play a massive role in modern business, and more and more companies are starting to implement them to improve customer service. The most common use of virtual assistants is to provide 24/7 customer support in various industries ranging from FinTech to Healthcare.

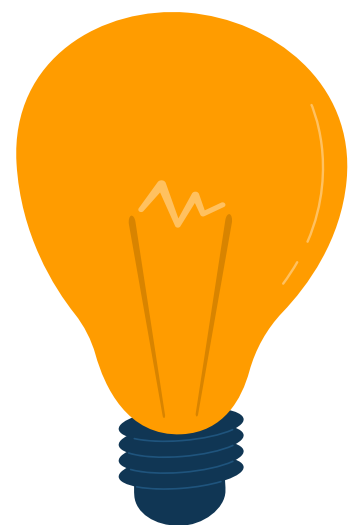
Developing a virtual assistant allows businesses to communicate with customers without additional staff or costs. In addition, custom chatbots provide instant response, positively impacting your customers' user experience and increasing their satisfaction.

So it's becoming vital for businesses to embrace technology disruption to automate customer support and boost productivity with the help of virtual assistants.

Business solution:

InData Labs offers virtual assistant software development services that will enable you to delegate non-core tasks to a chatbot, and focus on growing your business.

The virtual website assistant powered by **GenAI** and **ChatGPT** will help your website visitors get assistance with both quick and complex queries about the services and expertise of the company, as well as arranging the calls with sales representatives based on location. The virtual assistant is trained using your own data (website data, business insights, customer behavior insights, and more). And that's what makes it so accurate and efficient. A chatbot trained on your business data is highly likely to perform in-depth and accurate communication with your potential clients.



CONVERSATIONAL AI VIRTUAL ASSISTANT: **FEATURES**

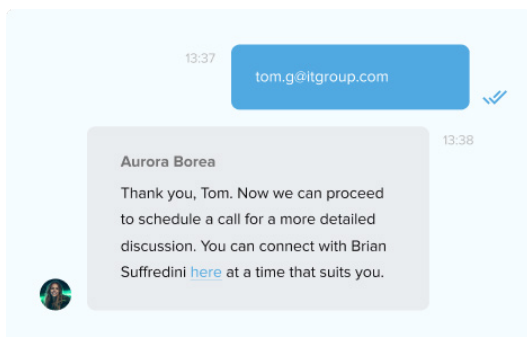
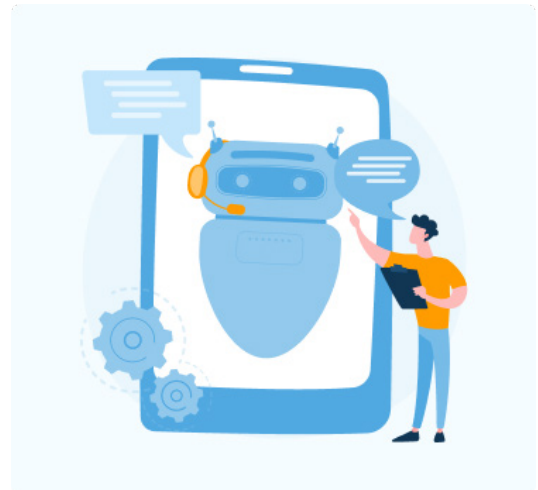


24/7 Personalized Customer Support

- Handling common queries about the company's services and products adjusted to the specific client's request
- 24/7 availability during festive seasons and hectic times
- Personalized human-like responses
- Immediate comprehensive response to the query based on the company's proprietary knowledge base
- Virtual assistant tool for multilingual support
- Recommendations concerning the topic by ML

Automated Sales Team Support

- Automated Q&A with customers to free up your human agents for more intelligent and urgent tasks
- Effective appointment scheduling across time zones
- Fast data transfer to the sales team (conversation history and context)
- Automated notifications to the sales team and customer

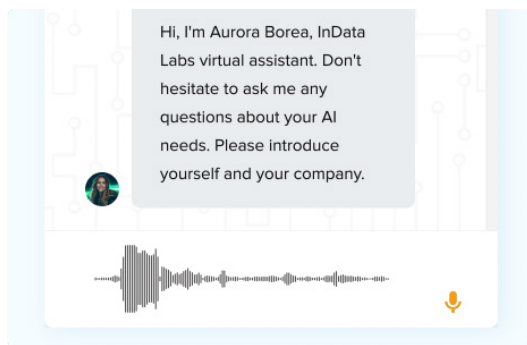


Appointment Scheduling

- Back-and-forth communication handling
- Scheduling tasks across time zones
- Calendar integration

Easy Integration with CRM

- Automated data extraction and summarization from conversations
- Prompt creation of CRM records required
- Enhanced data precision



Text and Voice Recognition

- The ability to audio communicate your need to a chatbot
- Fluid and natural customer experience

BENEFITS OF VIRTUAL ASSISTANT



Effortless Customer Service

Be there for your customers 24/7



Personalized Experiences

Increase retention and lifetime value



Routine Task Automation

Free up time to stick to your priorities



Increase Deflections and Agent Productivity

Guide your customers to a chatbot for consultation



Cost Reduction

Fewer hiring hassles and reduced need for overtime pay



Insights and Analytics

Analyze customer trends, needs, and pain points/priorities

About InData Labs

Since 2014, InData Labs has been helping global companies leverage the power of AI and Data Science to achieve business outcomes. As a leading Generative AI technology partner, InData Labs handles the full-cycle process of digital transformation and AI implementation, including consulting, design, development, and maintenance.

With its proficiency in artificial intelligence, generative AI, cloud development, and analytics, InData Labs has helped over 150 clients from the USA, UK, EU, and other countries bring their projects across the goal line and make sense of the trending technologies. As a recognized leader, InData Labs is listed among the top Data Science and Machine Learning partners and AI service providers.

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