



Digital Assistant

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Overview Features Pricing Learn More

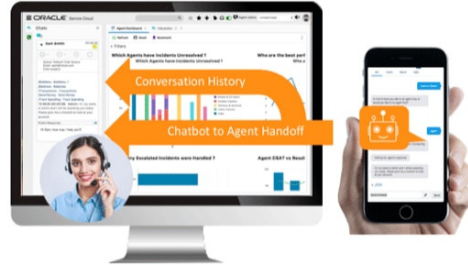
Bot-initiated Interactions

Proactive Engagement

A digital assistant is proactive, anticipating and initiating interactions with users based on established processes and updated information

Live Agent Handoff

Enhance user interactions with live agent handoff capabilities, which handle situations the assistant has not yet been trained for



Multi-Purpose Skills

Automate Multiple Apps

Digital assistants can combine skills that vary, depending on the context of the interaction and the connected backend system

Instant Apps

Build an assistant that can capture structured data, leveraging existing app functionality, while staying within the flow of the conversation

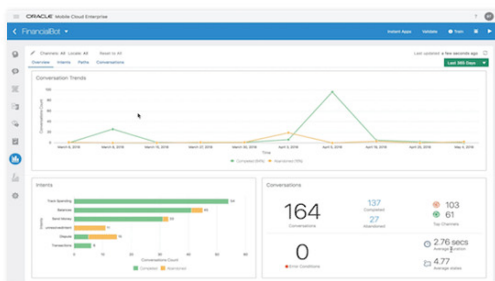
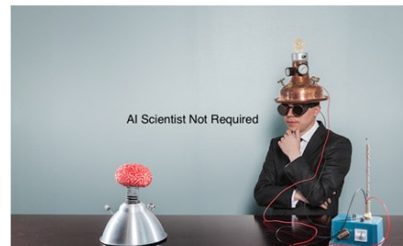
No-Code Development

Visual Development

Let business subject matter experts leverage their knowledge by building digital assistant through visual and declarative tools — no programming required

QnA Builder

Quickly enhance an assistant's skills by importing already-established FAQs to automate common inquiries



Digital Assistant Insights

Analytics

Built-in analytics and dashboards offer insights into conversational bottlenecks and utilization metrics, to improve accuracy of the digital assistant and craft a better user experience

Self Learning

Supervised self-learning using analytics to augment and enhance digital assistant capabilities, while maintaining integrity of data