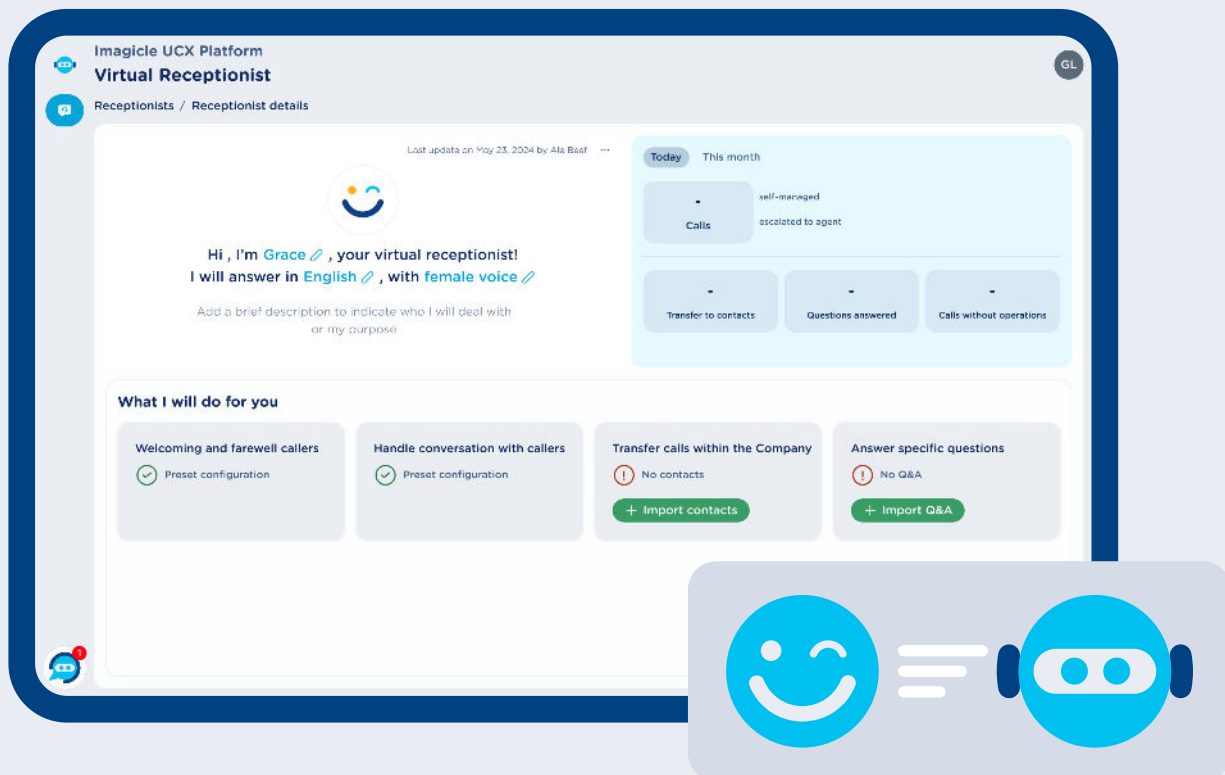


From Human to Virtual Receptionist!

Seamlessly reach any company contact or department in self-service, without human receptionist intervention.



Shape it how you like.

Customize Virtual Receptionist to your business needs, enabling it to understand what customers need through an intuitive set up.

Eliminate waiting times.

If customers call looking for a busy contact or just need information, Virtual Receptionist will handle their inquiry and notify missed calls to colleagues if needed.

Cohesive brand voice.

Customers expect to recognize the brand they're speaking to through the bot's voice. Choose and maintain a brand voice across channels, maintaining a human-like consistent experience.

Be there any time the phone rings.

Trigger it on specific hours or events or even leave it always on, ensuring a 24/7 cover of your phone lines.

Remove the stress from peak or break times.

When receptionists are overwhelmed with calls, on break, or out of office, a virtual twin can answer calls for them, reducing their workload and increasing their job satisfaction.

Reduce your costs.

Optimize resources in your organization to provide continuous self-service automation at a lower cost.

150+
countries served

Human vs Virtual

Explore the differences.



24/7 service	With several receptionists working by shift	✓
Training time	Some days	Some minutes
Customer waiting times	It depends on the receptionists available and calls in queue	0
Service peak managements	Only if more receptionists are set up than usual	✓
Fast responses	It depends on the waiting times	✓
Multilingual	Most likely not and not for all operators	      <small>End of 2024</small>
Costs	High	Definitely lower

Enhancing CSAT and NPS

Speak your customers' language.

Allows your clients to speak their preferred language, choosing from English, Italian, French, Spanish, German and Arabic (coming soon).

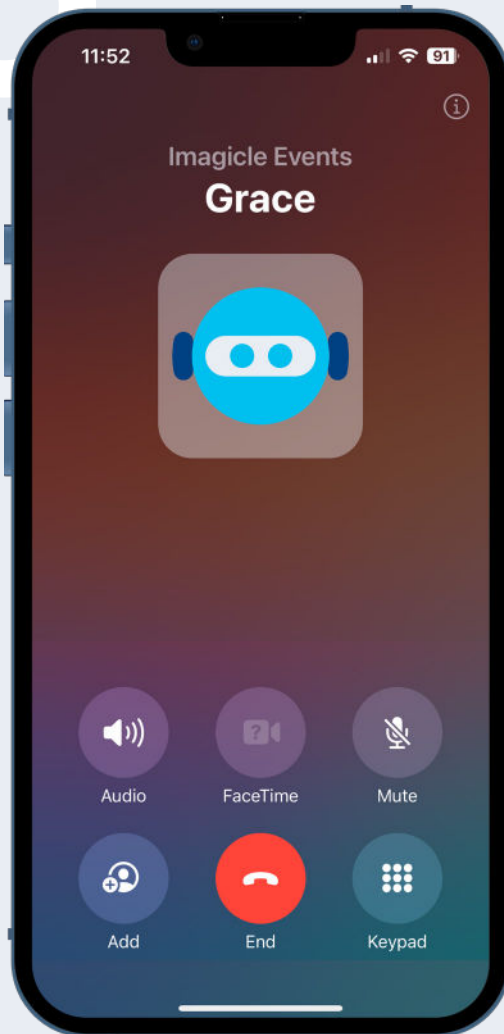


Fast answers, all the time.

It has no waiting time and can answer several calls simultaneously (up to 10), 24/7/365.

Human-like Conversations.

Just like a real colleague, it ensures a natural conversational flow, always consistent with company directions. For tricky words like last names, we use phonetic search to understand based on sound, ensuring clear communication even if the transcription isn't perfect.



Transfer to the right contact.

It puts customers in touch with the person they are looking for, and will pick the call back up if they are busy or unavailable.

Immediate answer to FAQs.

Let your AI receptionist answer frequently asked questions for you, with the information you want it to provide to the caller.

Notify a missed call.

When the colleague is unavailable, a note will be taken for them, and the required information will be sent to them via email.

Virtual Receptionist integrates with all the calling platforms you already know.



Imagicle UCX platform

Elevating the experience of your teams and customers, making your calling platform a better place, with AI infused services.



Welcome

customers through voice-digital interactions with smart workspaces.



Automate

conversations with customers and colleagues via digital & voice channels.



Ensure

adherence to external regulations and internal procedures.



Analyze

to optimize and enhance customer and employee experiences.