

Transform Your Self-Service with Artificial Intelligence



Call Center Automation Powered by AI

Think your customer service is too complex to automate? Think again. With artificial intelligence from SmartAction, you can automate more conversations than you ever thought possible. From simple outbound appointment reminders to complex three-factor authentication, we have intelligent solutions for your business needs.

Solutions



Order Management



Scheduling



Outbound Alerts



Payments



Account Authentication



Intelligent Front Door



Surveys



Roadside Assistance

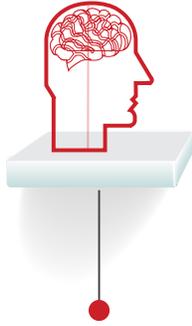
The Facts

Customer Experience is a competitive battleground; a majority of companies view their **call centers** as a key differentiator.

The key is **effortless** experiences: customers engage with brands using the channel that requires the least amount of effort to get their task completed.

Companies will soon manage 85% of the customer relationship without human assistance. In other words, get ready for **AI**.

The Power of Virtual Agents



AI

Automate conversations you never thought possible and turn complex processes into effortless self-service experiences for customers.



Voice + Digital

Orchestrate amazing customer experiences in every channel – voice, text, chat, social, and mobile.



SaaS

Launch your solution quickly, scale to peak demands, and receive continuous enhancements over time.



45%

Decrease in Customer Effort



4-6 weeks

Implementation Time



up to **60%**

Savings Over Live Agents

From AI Prototype to Leading Platform

SmartAction was founded as an artificial intelligence research company and has since evolved into the leading provider of AI-powered customer self-service solutions. Our cloud-based platform is built for enterprises to satisfy growing expectations for self-service. We focus on building an environment where intelligent virtual agents are handling complex customer requests in every medium – voice, SMS text, chat, social media, and mobile. This leaves call center agents with time to focus on more meaningful, human-only conversations. It is our goal to fundamentally improve the way customers communicate with the brands they love.