Transforming Customer Experiences with Conversational AI
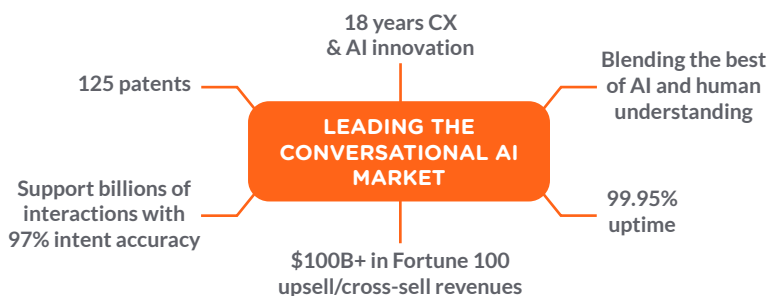
interactions

OUR MISSION

Provide amazing customer experiences by advancing AI technology that understands and engages on a human level

Interactions is the world's only virtual assistant orchestrating AI and real-time human intervention to deliver frictionless conversations. Our Intelligent Virtual Assistant (IVA) enables unprecedented levels of accuracy and contextual understanding across all customer experience channels. Our technology seamlessly assimilates opti-channel interactions by combining world-class NLP/NLU models and real-time human-assisted understanding. We empower global brands to deliver dramatically improved customer journeys, operational efficiencies & cost savings.

Capabilities and Cross-Industry Impact

18 years CX & AI innovation

125 patents

Support billions of interactions with 97% intent accuracy

LEADING THE CONVERSATIONAL AI MARKET

Blending the best of AI and human understanding

99.95% uptime

$100B+ in Fortune 100 upsell/cross-sell revenues

Fortune 20 Global Telco
Handling 300M calls annually with 1700 intents

Large US Power Utility
Processed over 3.2M payments and realized over 20% savings

Fortune 50 Financial Services
Removed >4 million agent minutes

Measurable Outcomes

$20 MILLION
savings in last 3 years from increased agent productivity

4 MILLION
agent minutes removed in last 3 years

40%
average CSAT score improvement

10-20%
revenue increase per interaction

Our Solutions

INTELLIGENT VIRTUAL ASSISTANT:

With our IVA, customers can speak naturally, just as they would with a human agent, reducing the frustration commonly associated with typical automated solutions. Our patented Human Assisted Understanding™ (HAU) technology seamlessly blends artificial intelligence and human understanding to deliver human-like experiences across all customer care channels — including voice, text, web chat, social and mobile. This is done with 95-97% intent and contextual accuracy, unprecedented in the industry.

TRUSTERA:

Trustera addresses today's contact center and WFH security challenges, protecting your employees and customers by preventing access to payment card information (PCI) and other sensitive personal data. As the world's only real-time audio-based redaction offering, Trustera employs AI to anticipate and mask highly sensitive information. This is all accomplished with no interruptions in the agent conversation. Now contact centers can ensure compliance, trust, and safety standards while delivering high-quality customer experiences.

TASK ORCHESTRATION:

Task Orchestration is an enhanced productivity offering designed to increase efficiency and promote self-service. Addressing more complex tasks or those requiring subjective decision-making, queries can now be routed to human "intent" agents and/or RPA bots. This enables the interaction to remain in the automated conversational flow while ensuring both expedited and successful outcomes.

Partner with Interactions to Offer Transformational CAI Outcomes to Your Clients

interactions

Our Partnership Program is designed for consultancies, MSPs, VARs, and BPOs with demonstrated digital transformation, contact center, and AI leadership capabilities. Our platform provides opportunities for technology integration and a range of surrounding service opportunities, including digital and customer experience infrastructure modernization, advisory support, and outsourcing improvement.

For your clients:
- Leverage our technology and expertise to generate new and enhanced revenue streams.
- Enhance operational, infrastructure and cost efficiencies with proven AI-based automation solutions.

Why Partner with Interactions?

- Offer your clients best-of-breed, transformational conversational AI solutions
- Accelerate contact center automation for your clients with enterprise-scale solutions
- Enable value-added CX-centric referral, and resell revenue streams
- Leverage Interactions 18 years of cross-industry expertise for your client's success
- Create C-AI and CX-based digital transformation advisement opportunities
- Develop annuity revenue models through CX managed services offerings
- Design and empower Conversational AI Centers of Excellence for your clients
- Expand services opportunities for related ancillary data, analytics, and workflow improvement

Benefits to mutual clients

- 97% accuracy, even for the most complex use cases
- 40% average CSAT score improvement
- 10-20% revenue increase per interaction

ENABLEMENT

Our Partnership Program offers a range of programs and services to help partners to create referral, resale, integration, and/or managed services opportunities. We offer strategic advisement and varying levels of joint implementation services, as well as support for more complex managed services GTM models. Our program offers revenue opportunities across the entire solution life cycle, from design and build to run. We also provide our partners with the training, tools, and resources they need to transform their clients' customer experience journeys. Our training and certification programs can be delivered in various formats and locations and are designed to be easily consumable and customized.

SUPPORTING THE WORLD'S BEST BRANDS

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CITI

H&R BLOCK

PGE

Shutterfly

Partner Categories

REFERRAL/STRATEGIC ADVISOR

Referral and Strategic Advisor partners include management and strategic consultancies, boutique technology advisory firms, and/or related industry-based consulting specialists. The focus of these partners is to identify new opportunities for influence and referral incentives. These partners have the knowledge and expertise to offer insightful strategic advice and direction in transforming the customer and employee experience through digital, and automation technologies.

IMPLEMENTATION & SERVICE PROVIDERS

The primary qualification for Implementation and Service partners includes those that offer enterprise-scale technology consulting in combination with implementation, integration, and delivery services. Typically, these partners include global systems integrators, BPOs, VARs, and managed service providers. Their portfolio of services address clients' conversational AI, contact center and digital transformation requirements. Their practices or outsourced offerings are supported by deep technical and implementation expertise.

TECHNOLOGY INTEGRATION

Technology Integration partners include cloud services and platform providers, GSIs, ISVs, MSPs, and BPOs who want to enhance their own offerings with Interactions' product portfolio. Our bi-directional integration capabilities allow for white-labeling, rebranding, and embedded managed services go-to-market opportunities. Partners can license and embed new features to create or supplement their solutions via "Interactions-Powered" integrations.

Our Offices

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