

Transforming Customer Experiences with Conversational AI

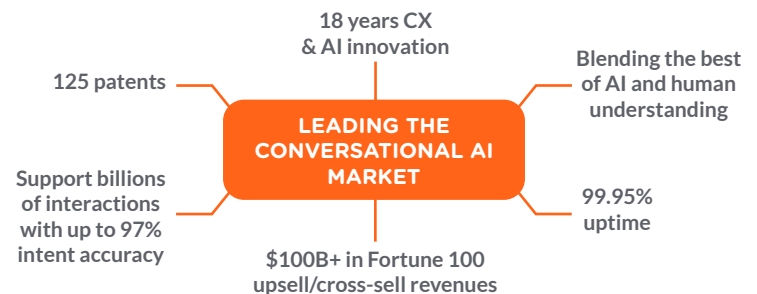


OUR MISSION

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

Capabilities and Cross-Industry Impact

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 ASR/NLP/NLU models and real-time human-assisted understanding. We empower global brands to deliver dramatically improved customer journeys, operational efficiencies and cost savings.



Measurable Outcomes

FORTUNE 20 TELCO

Up to 97% intent accuracy on 300M calls per year

FORTUNE 50 FINSERV

+4M agent minutes saved per year

TOP UTILITIES COMPANY

Processed over 3.2M payments and realized 20% savings

FORTUNE 20 COMPANY

\$90M in Self Service, AHT & Retention savings per year

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 up to 97% intent and contextual accuracy, unprecedented in the industry.

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 agents and/or RPA bots. This enables the interaction to remain in the automated conversational flow while ensuring both expedited and successful outcomes, both of which ease labor capacity concerns.

TRUSTERA:

Interactions Trustera operates in real time to protect your employees and customers by preventing contact center agents from having access to payment card information (PCI). Interactions Trustera employs AI to anticipate and mask highly sensitive information that is often spoken and shared during conversations between agents and customers. Trustera protects customers, agents and companies in the new work-from-anywhere model and ensures PCI compliance while still delivering high-quality experiences.

Partner with Interactions to Offer Transformational CAI Outcomes to Your Clients



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 20 years of cross-industry expertise for your clients' 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

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 educate, sell, and 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**



Partner Categories



REFERRAL/STRATEGIC ADVISOR

Referral and Strategic Advisor partners include management and strategic consultancies, boutique technology advisement 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, CX, and automation technologies.



IMPLEMENTATION & SERVICE PROVIDERS

The primary qualification for Implementation and Service Provider 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 services 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 and rebranding and go-to-market opportunities. This enables partners to license and embed our technologies to create or supplement their offerings via an "Interactions-Powered" integration. Partners can now enhance technical and product/service functionality, offering market-differentiated licensing, sales, and marketing opportunities. This can enhance technical and product/service functionality, and offer market-differentiated pricing, licensing, sales, and marketing opportunities.



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