

AMELIA

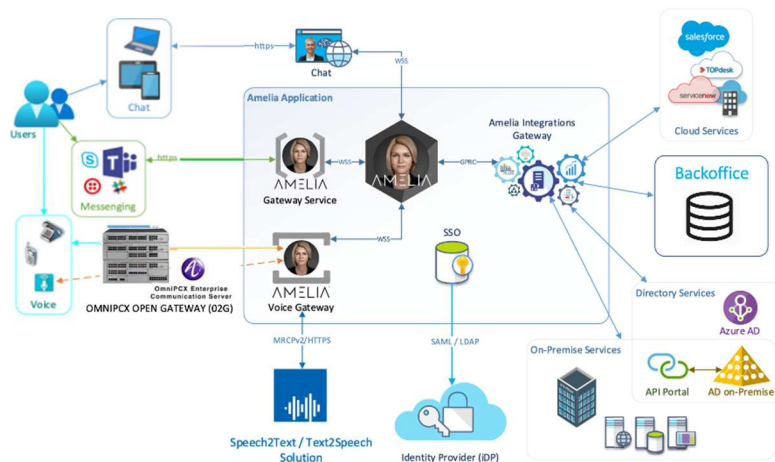
certified with OmniPCX Enterprise™

AMELIA®

Amelia is a leading Conversational AI solution, as per the 2022 Gartner® Magic Quadrant™, and can be deployed in chat, voice, IVR, and digital call center roles across all sectors that provide customer service and employee support (IT, HR).

Integration Overview:

Enrich call center telephony systems with Conversational AI capabilities. Businesses can efficiently handle incoming and outgoing campaign calls by leveraging natural language processing, as it enables better call routing performance and end-to-end resolutions for calls regarding frequently asked questions, personalized queries, or transactional requests, such as processing a payment, making an appointment, creating tickets, upgrading a service, and more.



Integration Details:

Amelia brings the following benefits:

- With its Conversational AI capabilities, Amelia communicates with clients in natural language to identify intent, leverages back-end systems integrations to resolve queries end-to-end, and transfers complex queries to the right human agent through its integration with OXE.
- Amelia is multi-channel (voice, live chat, and e-mail) and speaks more than 100 languages.
- Amelia brings natural language to IVR functions within call centers and easily automates repetitive tasks.
- Amelia brings operational efficiencies to call centers by offloading repetitive tasks from human agents, affording them more time to focus on complex client issues and higher-value requests.

- Amelia teams are present in 13 countries and the company's Enterprise AI solutions have been deployed in more than 600 companies worldwide.
- Amelia:
 - o Optimizes call routing
 - o Improves the customer experience
 - o Increases the operational performance of call centers

For technical support:
Phone/email provided after
subscription contract

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Weesperplein 4A, 1018 XA
Amsterdam
Netherlands

www.amelia.ai

Technical Details:

Environment

Partner

- Amelia v4.3.37

ALE

- OmniPCX EnterpriseR100™

Supported APIs/Protocols

- SIP
- O2G 2.4

Company Overview:

Amelia is an Enterprise Conversational AI solution that integrates and automates voice and chat channels with live agents – all underpinned with evolved process automation.



CAUTION: This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.

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