



OMNICHANNEL NATURAL CONVERSATION

BOUNDLESS INTERACTIVITY FOR CUSTOMER SERVICE AUTOMATION

Interactive Media develops and deploys natural language-based omnichannel solutions for the automation of customer service interactions for voice and chat conversations.

IM.MIND® FRAMEWOK

A single framework for end-to-end development, integration, testing, deployment, operation and reporting of any omnichannel service in your infrastructure.

APPLICATIONS:

- customer calls qualification;
- call steering and best fit routing;
- automated booking and payment;
- front door information service;
- customer support;
- automatic surveys;
- outbound alerts.

A conversational interaction system implemented with IM.MIND, Interactive Media's semantic engine and framework for Natural Language applications, provides a delightful experience for callers while lowering operating expenses in the Contact Center.

SEAMLESS INTEGRATION

IM.MIND interoperates seamlessly with your existing call center infrastructure – be it based on Genesys, Avaya or Cisco. Easy to integrate with any CRM or third party chat and telephony system.

SUPER FAST DEPLOYMENT

Thanks to the unique AI technology implemented in IM.MIND® as well as the comprehensive tools that support testing and tuning of the interactive services, which results in the development and deployment of a new service in record time.



TRUE NATURAL INTERACTION

Beyond natural language processing and understanding, the interactive services built with the IM.MIND® framework are based on a natural and pleasant conversational journey with your customer.

OMNICHANNEL

Seamless support of any contact center channel, including telephony, chat and multimedia (web browsing) communication.

MULTIMODAL INTERACTION

Engaging visual augmented interaction with the customer over the phone creating an instant web interface for the smartphone.

PROVED ROI

Different business cases for different markets and applications demonstrate a rapid return of investment of any IM.MIND® deployment due to the reduced cost of the operations, the scalability of the new services and the rapid adaptation of new business scenarios.

NLSG SUPPORT

Customers implementing IM.MIND® have access to the linguistic consultancy services offered by the NLSG (natural language support group) from Interactive Media. NLSG provides expert solutions to all the major computational linguistic problems as well as indicating the most effective implementation of customer service dialogues.



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