

AILSA for Retail Financial Services

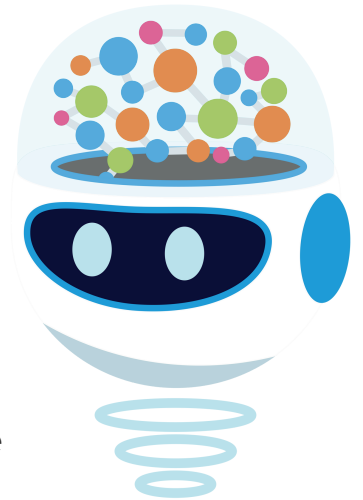


The AI-powered assistant with sentiment analysis, enabling compliant, ethical customer interactions

WHO IS AILSA?

AILSA is Liquid Voice's interaction assistant, designed to support and empower call handlers by ingesting interaction data, summarising these interactions and analysing the sentiment to unlock powerful insights. AILSA can also monitor the vulnerability of both customers and agents,

Simply plug AILSA into our call recording system, and through automated transcription save 75% of your call handling time, while improving call handler care and monitoring customer satisfaction.



Identify and assess signs of customer dissatisfaction ensuring quality interactions



Monitor both customer and call handler vulnerability, sending automatic escalation alerts



Maintain and evidence compliance with Consumer Duty (FCA), avoiding breaches



Boost revenues through improved customer satisfaction and upsell opportunity



Automate Quality Management and unlock better service insights



Understand training and coaching requirements for call handlers

WANT TO SEE AILSA IN ACTION?

If you're interested in using AILSA to summarise, process and analyse your interactions, get in touch with us today at liquidvoice.com to book a demo.

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