

Ada Advanced: Go all in with automation-first

With more competing products, services, and prices than ever before, businesses have less to stand out from the rest. Which is why customer service is now taking center stage.

To come out on top, businesses will have to do more than introduce a chatbot as a stand-alone solution or afterthought.

Automation must serve as the front line of support and integrated across the customer journey - from first greeting to final check out.

Now that you've automated your customer service with Ada Live, it's time to take the experience to a whole new level.

Introducing Ada Advanced: a profit-driving chatbot designed to automate both customer actions and answers without live assistance.

A sophisticated, self-service solution that upsells, cross-sells, and processes payments, Ada Advanced is proven to save millions in overhead costs, increase CSAT, and transform CX from a cost center to revenue generator.



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SHIFT FROM DRAINING BUDGETS TO DRIVING SALES:

Conditional Block

Leverage customer details to serve hyper-relevant upsell and cross-sell opportunities

Authentication Block

Let customers sign into their accounts, make changes and process payments -- all with a single solution

Book a Meeting

Capture potential profit by allowing customers to reconnect with agents on their own time and terms



STREAMLINE AND SIMPLIFY YOUR SUPPORT EXPERIENCE:

Codeless APIs

With no development needed, bring your automation across channels and third-party CRMs

Bot Routing

Direct customers to the right part of your organization by connecting multiple bots with unique expertise and business context

Intuitive Training

Build 100% customized conversation flows designed for your business and customers using Ada's building blocks

BRING CUSTOMIZATION ACROSS THE ENTIRE CUSTOMER JOURNEY:

Request Block

Pull customer information from existing systems to answer every question with account-specific responses

Segmentation Block

Offer tiered support tailored to a customer's product, plan, location, loyalty, and more

Multilingual Block

Tap into global markets and eliminate translation costs by automatically providing self-service in 100+ languages

As the market leader in Automated Customer Service (ACX), Ada is the only chatbot platform purpose-built to support an automation-first customer service strategy.

By diminishing dependence on IT and uncovering new opportunities for revenue, Ada's automation is designed to transform the support model from a cost center to profit center. Headquartered in Toronto, Ada enables clients around the world, like TELUS, AirAsia, and UpWork, to put automation and AI at the front end of their customer service strategy, thereby freeing live support agents to have greater impact.

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