

C1 Elly™ Automate

An intelligent virtual assistant for the entire enterprise.



Challenge

Businesses face high operational costs and limited scalability due to the reliance on human agents handling repetitive tasks and inquiries. Script-heavy, hard-coded chatbots and IVR systems fall short of customer expectations, resulting in low self-service rates and a surge in voice and digital inquiries. Enterprises require a more efficient solution to enhance customer interactions and streamline operations.

Solution

C1 Elly Automate revolutionizes self-service for customers and employees by offering a fully managed Intelligent Virtual Assistant (IVA) that delivers natural, human-like interactions across all channels. This generative AI-powered assistant seamlessly integrates with existing systems, providing always-on support for tasks such as authentication, payments, and scheduling. By adapting to each department's needs and offering expertise in multiple languages with ultra-realistic voices, C1 Elly Automate significantly increases self-service rates, reduces operational costs, and empowers both customers and employees with effortless, AI-powered self-service.

Value

Authentic human-like interactions.

A versatile IVA so natural your customers and teams will prefer it.



Increase self-service rates



Reduce operational costs



Empower customers and employees

Capabilities

AI voice

AI voice options that are indistinguishable from humans.

Task automation

Automate a wide range of tasks across departments such as FAQ support, authentication, payments, surveys, appointment scheduling, and more.

Omnichannel

Engage with users across multiple channels within a single interaction.

Multi-lingual support

Interact with customers and employees around the globe with more than 127+ languages supported.



Powered by C1 Elly™

The only fully managed generative AI platform that safely activates the full potential of your enterprise data to accelerate your time to automation impact. We deliver everything from data readiness and continuous improvement, crafting safe AI solutions built to enhance both customer and employee experiences that drive real value for your business.

Hire C1 Elly Automate for Any Task

Appointment management

Customers can self-schedule, reschedule, and cancel appointments.

Authentication

Enhance security by verifying user identity through multiple methods.

Collections

Streamline debt recovery with automated reminders and payment options.

Crisis helplines

Offer immediate automated support and triage for crisis situations, 24/7.

Event reminders

Proactively send reminders on any channel.

Escalation routing

Accurately route customer calls to the most suitable support based on predefined criteria.

FAQs

Provide instant answers to frequently asked questions.

Feedback surveys

Collect customer feedback through automated survey distribution and collection.

HR/IT helpdesks

Reduces ticket volumes by guiding users to self-service resources for common issues.

Payment processing

Enable secure, instant payments with a single click.

Travel concierge

Provide personalized travel planning, recommendations, and updates automatically.

Have a use case in mind?

Reach out and we can work with you to create an AI solution aligned to your goals.

“Since deploying the C1 intelligent virtual assistant, we’ve achieved authentication rates up to 80% and IVA containment rates reaching 72%. These results demonstrate and validate what’s possible. Working with the C1 team has ensured we’re able to realize the potential of those possibilities.”

Bethany Cross

AVP, Customer Success

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About C1

C1, the global technology solution provider elevating connected human experiences, is transforming the industry by creating connected experiences that make a lasting impact on customers, our teams, and our communities. More than 6,000 customers use C1 every day to help them build meaningful connections through innovative and secure experiences. C1 collaborates with many of the Fortune 1000 companies and public sector organizations along with other key global industry partners to deliver solutions with a total lifecycle approach. C1 employs more than 1,000 engineers who collectively hold thousands of industry certifications throughout North America and India, including three Customer Success Centers. Learn more at onec1.com.

