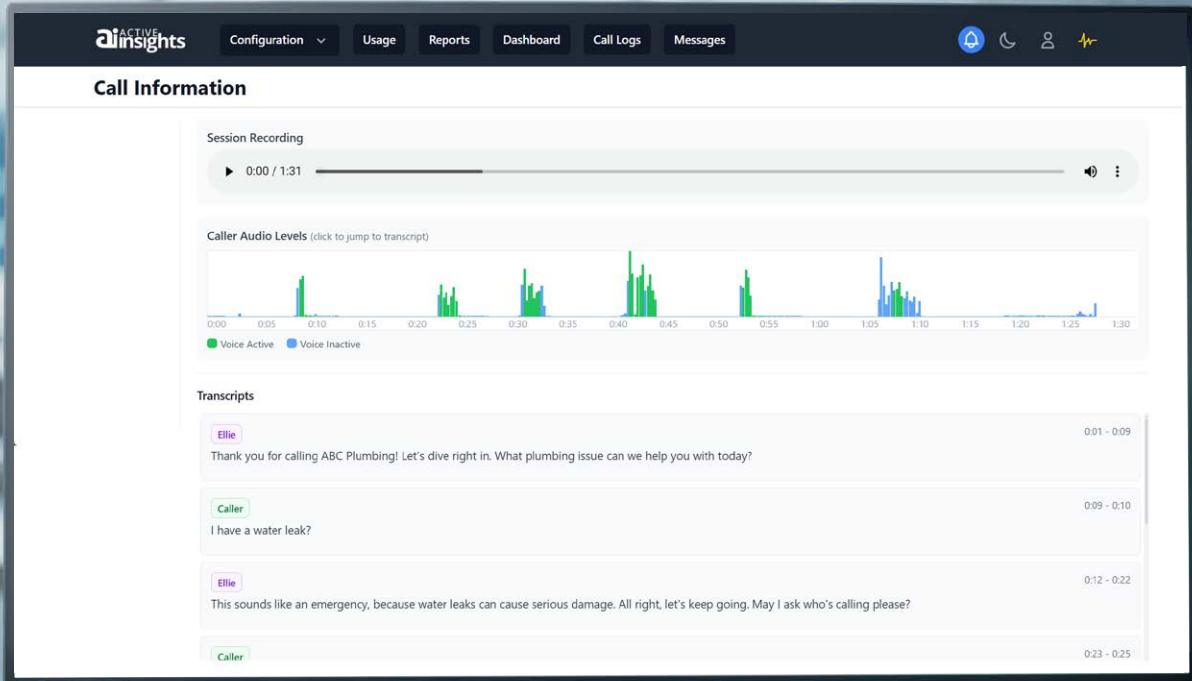


Ellie™

Intelligent Virtual Agent



Ellie is an artificial intelligence (AI) platform that uses natural language processing to efficiently handle caller interactions, saving time and helping reduce the stress of high call volumes.

amtelco





Introducing Ellie™ – an Intelligent Virtual Agent (IVA) platform designed to complement and assist your contact center. Ellie is capable of handling customer interactions with an automated, Artificial Intelligence (AI) based agent. Ellie utilizes a Large Language Model (LLM) and Natural Language Processing (NLP) to handle, understand, and create natural dialogue. The Ellie IVA can help ease the strain of high call volumes on contact centers by automating some of the calls, reducing wait times, increasing caller satisfaction, avoiding staffing issues, and increasing revenue.

Ellie uses Amltelco’s patented Intelligent Speech-Enabled Scripting to combine the power and flexibility of Amltelco’s Intelligent Messaging scripting with the organic, human-like capabilities of the Ellie LLM. Ellie has the knowledge and awareness to organically interact with callers, gather data, and verify information needed for scripts.

Ellie’s cloud-based LLM is hosted through the Active Insights platform.

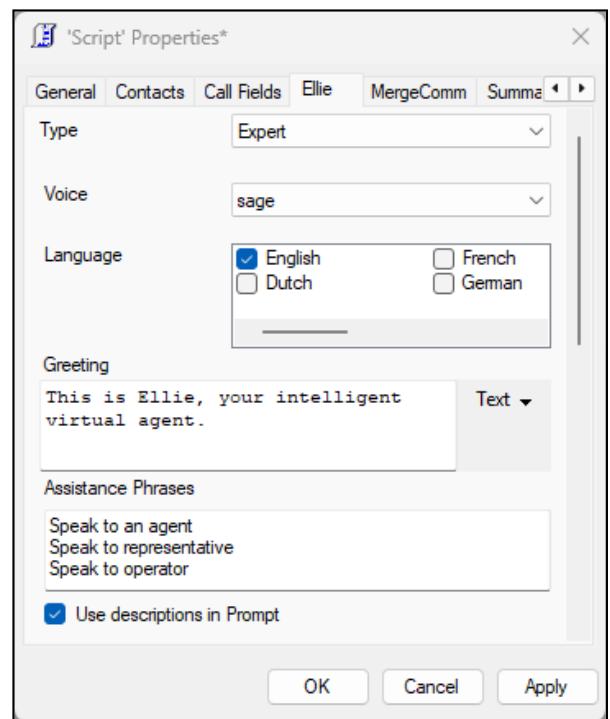
Intelligent Virtual Agent

The Intelligent Virtual Agent feature can help manage and reduce call traffic for agents by creating automated, prompt-driven interactions to collect information and answer caller inquiries without the need for a live agent.

The Intelligent Virtual Agent can handle calls entirely on its own, creating dispatch jobs or performing other actions available within the Intelligent Messaging script used for the call. If the caller wishes to speak to a live agent instead, the current state of the script and any information entered in the script, is presented to the live agent.

Additionally, live agents can hand a call off to the Intelligent Virtual Agent. This can be used to provide automated functions, such as gathering sensitive personal information or financial information, or for Post Call Surveys and other follow-up activities.

Use script settings to build context and instructions for Ellie to follow.



The Intelligent Virtual Agent feature can be used with any call with an assigned Intelligent Messaging script. This may include, but is not limited to:

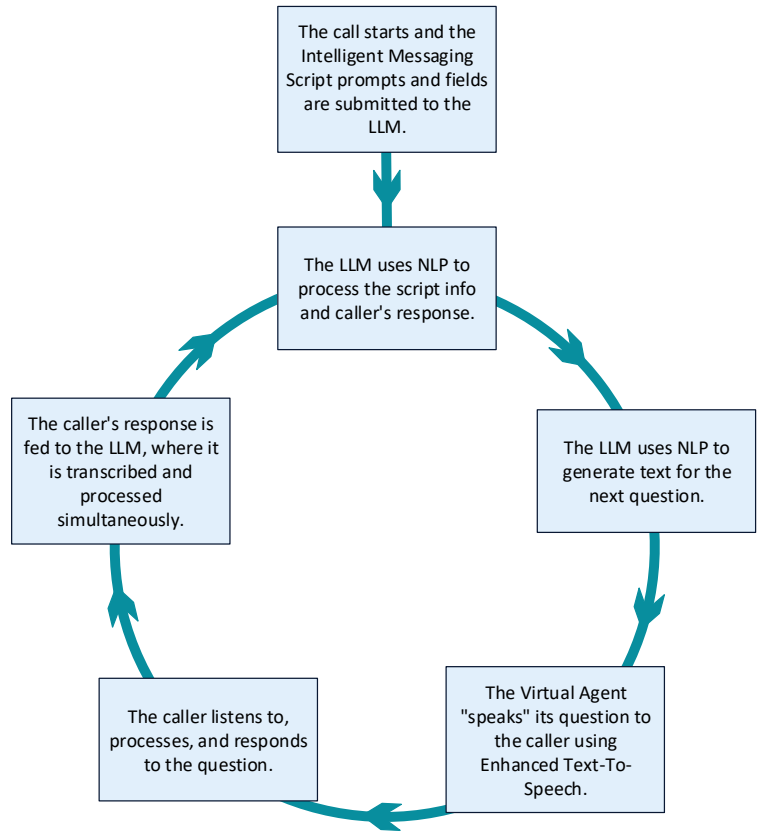
- Employee and Patient Directory Assistance
- Appointment Scheduling and Confirmation with Epic Integration
- Patient Inquiries and Direction
- Detailed and Versatile Message Generation
- Code Call/Emergency Response Initiation
- Service Requests
- Help Desk Requests
- Property Management Requests
- HVAC Requests
- Script-Guided Call Interactions
- Post-Call Surveys
- Multilingual Call Handling



Caller Interaction

The Intelligent Virtual Agent helps handle call flow using an AI-driven, human-like virtual agent. The Intelligent Virtual Agent feature works by feeding the Intelligent Messaging script for the call into the Ellie Large Language Model (LLM). The LLM processes the message script to create an initial greeting and question for the caller.

When the caller responds, their dialogue is processed by the LLM using Natural Language Processing (NLP) to create a seamless automated agent experience for script-guided call flow. The LLM populates the fields in the message script and then generates the next question for the caller.

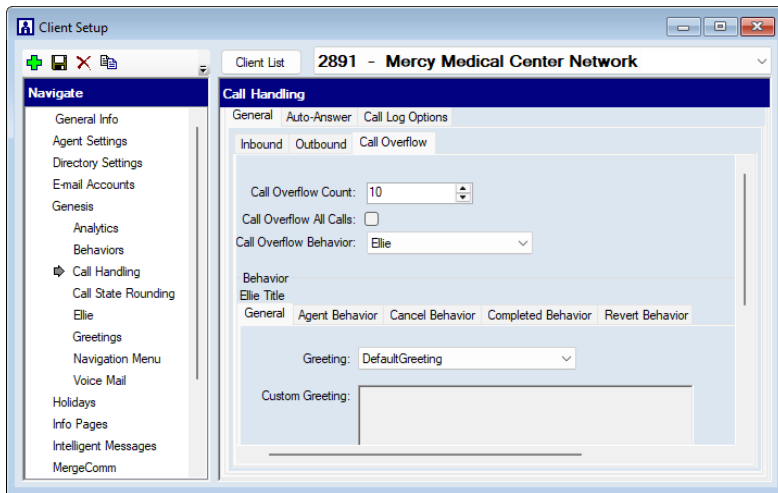


Ellie uses Natural Language Processing and Intelligent Messaging scripts to create a natural, human-like interaction.

Intelligent Series (IS) System Interaction

The Ellie Intelligent Virtual Agent feature has its own dedicated behavior. This allows the Intelligent Virtual Agent to be used under specific select circumstances, such as when call traffic is high or when there are calls requiring certain Automated Call Distribution (ACD) skills. The Virtual Agent feature can be offered as an option to callers waiting in the queue as an alternative to requesting a callback.

Intelligent Messaging scripts provide a guideline for the automated call flow, but the Ellie LLM understands the entire script, supports screen modes and multiple screens, makes the prompts caller-friendly, and allows gathering information out of order. The Ellie LLM has access to the same scripting functions, API integrations, advanced expressions, dynamic prompting, directories, on-call schedules, and dispatching capabilities as a live agent.



Ellie can automatically handle call overflow, avoiding call abandons and increasing customer satisfaction.

Context, Voice and Persona

The Ellie Intelligent Speech-Enabled Scripting features customizable Context, Voice, and Persona settings. The Context setting enables you to provide all of the relevant information Ellie needs to handle your client's calls. The Voice and Persona settings let you specify the voice and the personality that Ellie uses for each individual client.



Multilingual Call Handling

Ellie is able to detect the language that the caller is speaking and respond in that language. Ellie can even ask questions in one language and enter the message information in another. No more guessing what language is being spoken and trying to locate the right interpreter. Ellie does it automatically!

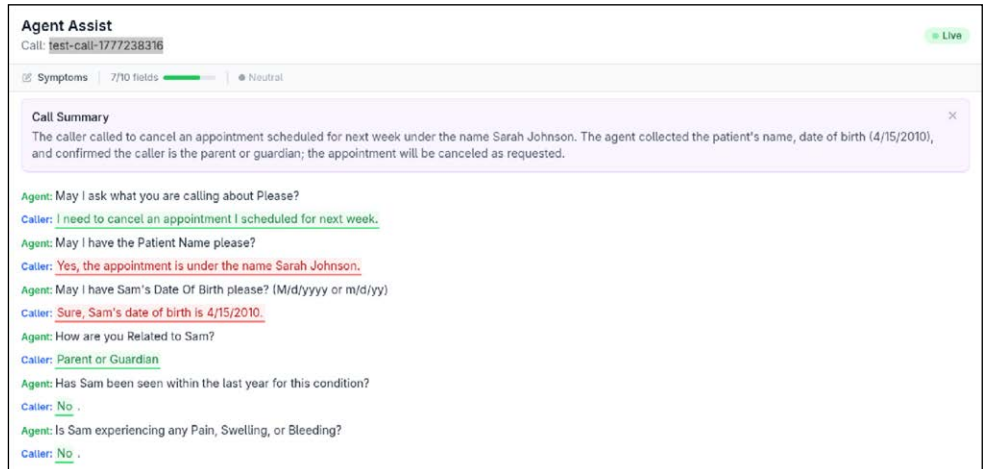
Automated Outbound Phone Calls

When Ellie is combined with the Amtelco’s optional MergeComm Auto Dispatching feature, Ellie can be used to make outbound phone calls. The MergeComm platform integrates Intelligent Messaging with inbound triggers to provide automated dispatching. When an outbound call is generated in response to a MergeComm trigger, Ellie can use Intelligent Speech-Enabled Scripting to interact with the contact, deliver a message, and obtain confirmation, all without agent involvement. This feature can be critical in reducing response time in emergencies.

Real-Time Agent Assistant

The Ellie Agent Assist feature provides real-time transcription for agent taking live calls. This feature helps agent communicate with callers who are difficult to understand. The live transcript is displayed in a side panel alongside of the Intelligent Messaging script and allows agents to click on the transcript to copy information directly into the message.

The Agent Assist feature provides real-time transcription of calls.



Why the name “Ellie” was chosen for Amtelco’s IVA

Amtelco’s IVA, Ellie, honors co-founder Eleanor Curtin and emphasizes the human element in AI-driven business and healthcare communications. Ellie, powered by AI, enhances agent capabilities and improves caller satisfaction.

