AI
MELINGO

MELINGO AI AGENT
YOUR ALL-IN-ONE SOLUTION FOR OPTIMIZING
CUSTOMER SERVICE AND SALES

Melingo AI Agent's **Advantages**

> The most reliable multilingual agent.

> Compatible with on-premise and SaaS installations.

> Customized using predefined company data.

> Tailored responses based on company profile.

> Accepts data from any source (voice, text, web).

> Multi-layered solution using diverse models and LLMs.

> Instant 24/7 responses, unlimited inquiries.

> Direct routing to the appropriate human agents.

A free-text AI agent based on a predefined database only. The AI agent gives your customers the ability to chat in natural language and receive a quick and accurate response with a link to the source of the information. If more information is required, the agent will ask the user for more details to give the most accurate response.
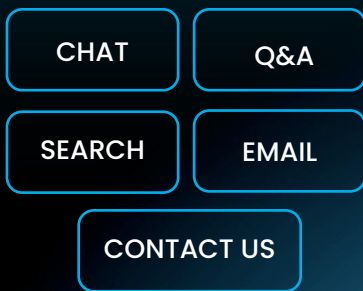
The client set a goal to improve customer service efficiency by learning customer needs and routing customer messages accurately. *"Our key achievements include creating a more efficient customer service process, faster response times, and a significant increase in customer satisfaction. We have made a competitive advantage in the banking industry."*

FIBI FIRST INTERNATIONAL BANK OF ISRAEL

MEUHEDET Setting a New Level of Healthcare   ממשל זמין gov www.gov.il   INVOICE4U   נבו nevo.co.il   Pizza Hut

ORGANIZATIONAL KNOWLEDGE BASE

CHAT   Q&A

SEARCH   EMAIL
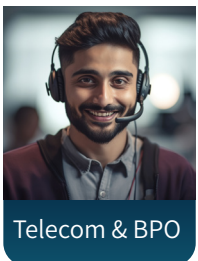
CONTACT US

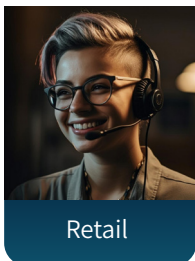## CUSTOMIZED AI AGENT

IF NEEDED →

CLASSIFICATION / HUMAN INTERVENTION

INSIGHTS AND BI

WHERE WE SHINE Our AI Agents for
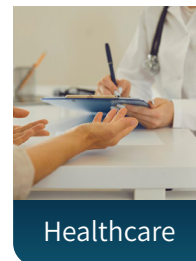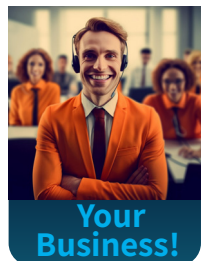
Telecom & BPO   Retail   Finance & Insurance   E-Commerce   Hospitality   Healthcare   **Your Business!**