



Worldline Conversational Platform

Shape each interaction with AI.

Delivering an expert and personalized
conversational experience.

Transform your customer lifecycle management with automated interactions.

Deploy automated customer support within minutes using powerful Generative AI (Gen AI). Seamlessly resolve customer inquiries across multiple channels in any language. One bot, unlimited possibilities for your business.

Conversional AI for all interactions with your customers.



Improve the quality of your customer service interactions.



Save time and lower costs

Use smart chatbots to handle routine inquiries, allowing employees to focus on higher-value work.



Optimize productivity

Improve your virtual assistant's capabilities by using generative AI to maximize its potential.



Boost customer satisfaction

Respond and qualify 100% of incoming requests. Customise every interaction to enhance customer relationships and build loyalty.



Accelerate the game with Generative AI.

Transform the way you communicate and connect with your customers using AI, ensuring each interaction is unique and personalized. Turn your team into proactive experts who can answer any customer query in minutes by embedding AI in your organisation.



Conversational AI

Improve quality, using natural language while removing human mistakes for smooth customer interactions.



Personalized AI

Analyse sentiment, tone, and emotion to better understand customers' needs and enhance overall customer satisfaction.



Knowledge AI

Update and enrich knowledge bases and FAQs data for more relevant information. Keep getting smarter, faster and more effective.

Combine the power of automation and conversational AI.

Say goodbye to frustrating interactions and hello to a seamless customer experience. Provide effective assistance, boost your advisors' performance and closely monitor customer relationships with Worldline Conversational Platform.



Self-service

Empower your customers to resolve common issues through self-service.



Support

Maximize agent performance by providing real time guidance during customer interactions.



Supervise

Simplify supervision for administrators with an intuitive dashboard interface.

↓ 30%

of customer support costs.

↑ 90%

of average understanding rate.

70%

of reduction for resolution times with AI.

Classic AI or Gen AI: why choose when you can combine both?



Classic version

Facilitate request processing

Employs sophisticated Natural Language Understanding to accurately interpret customer inquiries in real-time.

- **Knowledge Base:** Offers easy conversation management
- **Dynamic Escalation:** smooth transition from AI to live advisors for specialized assistance
- **Email Handling:** Incorporates automatic classification, prioritization, and response suggestion
- **Continuous Learning:** Improves over time through clustering, enhancing response accuracy



Generative AI

Bot capacity boost

Capable of discerning complex, multi-intent communications. Generative AI distills information, reformulate dialogue for personalisation and relevance.

- **Question & Answering:** generate answers based on documentation to provide accurate answers
- **Admin assistant:** generate new categories, intents, answers and NLU, translate content, tone adaptation
- **Conversation analysis:** evaluate sentiment, summarize conversations
- **Email handling:** Incorporates automatic classification, prioritization, and response generation



About Worldline

Worldline [Euronext: WLN] helps businesses of all shapes and sizes to accelerate their growth journey – quickly, simply, and securely. With advanced payments technology, local expertise and solutions customised for hundreds of markets and industries, Worldline powers the growth of over one million businesses around the world. Worldline generated a 4.4 billion euros revenue in 2022.

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