



**Cross-Channel
Customer Service Agent
(Text, Voicebot,
Whatsapp, Email)**



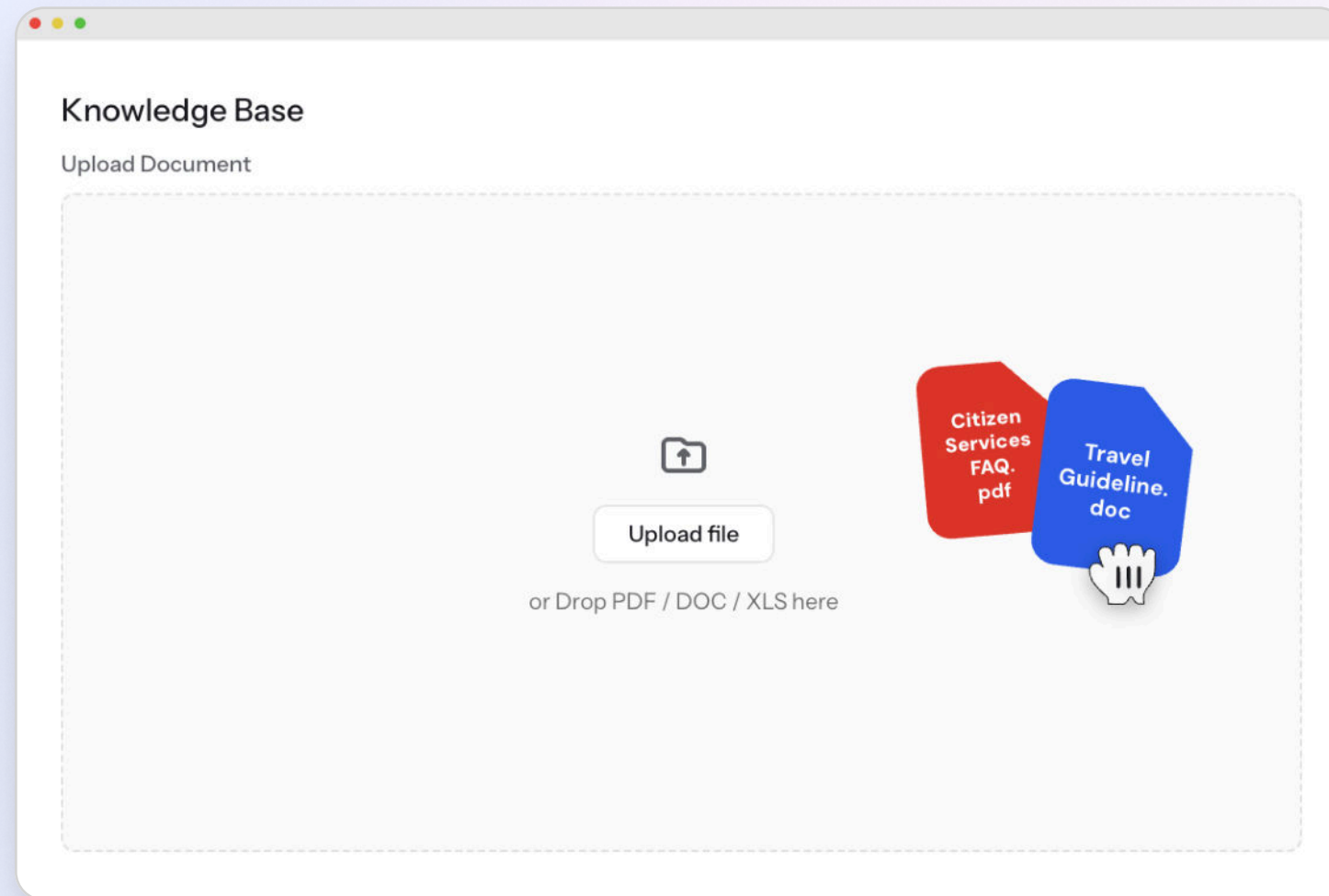
Your AI Knowledge Agent that Makes Your Life Easier.



Introduction: What is Alluvia's Cross-Channel Customer Service Agent?

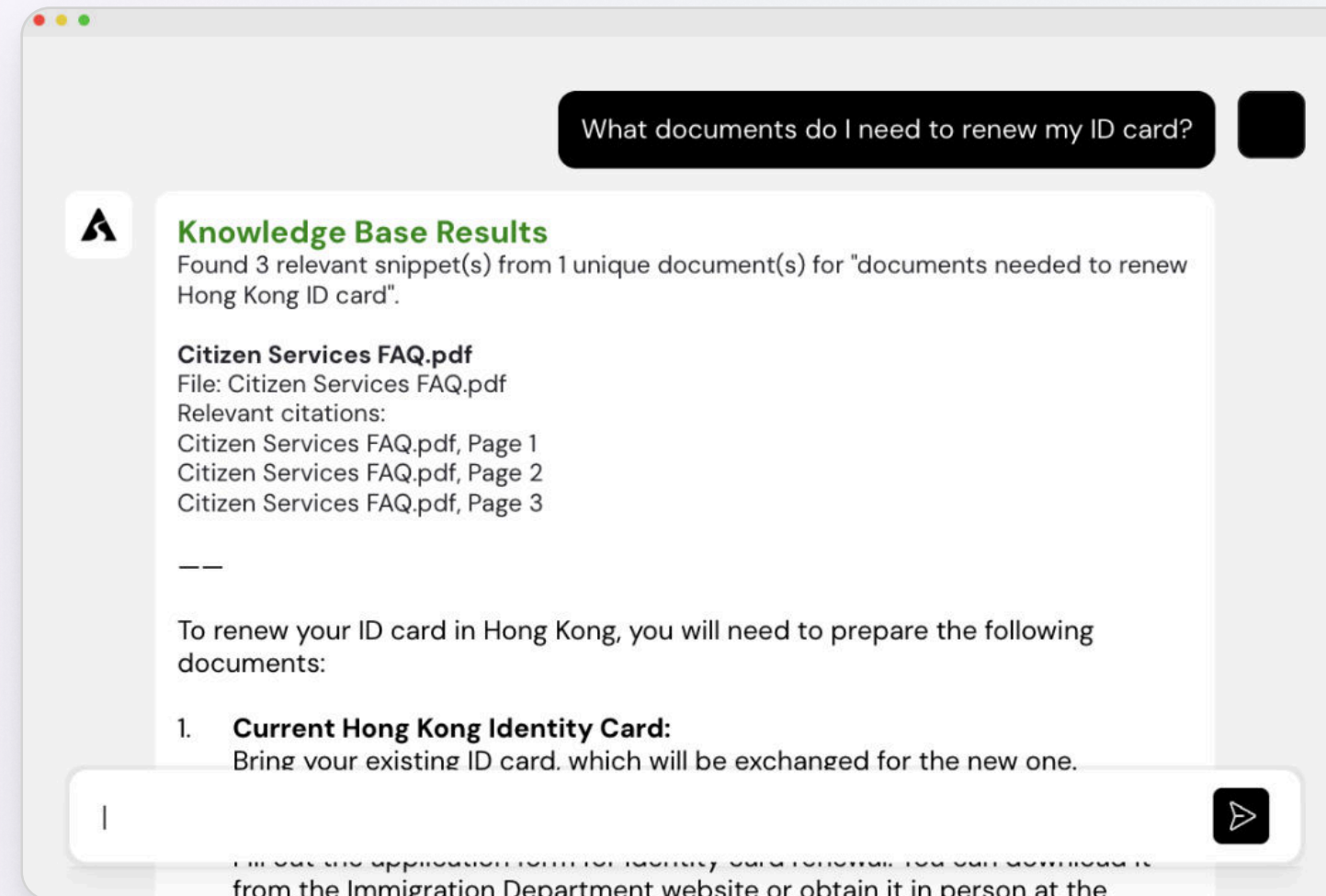
- **AI-powered digital human for customer service**
- **Supports text, voicebot, WhatsApp, and email**
- **Delivers instant, accurate answers 24/7**
- **Designed for government departments and citizen support**

Key Features: How it Works?



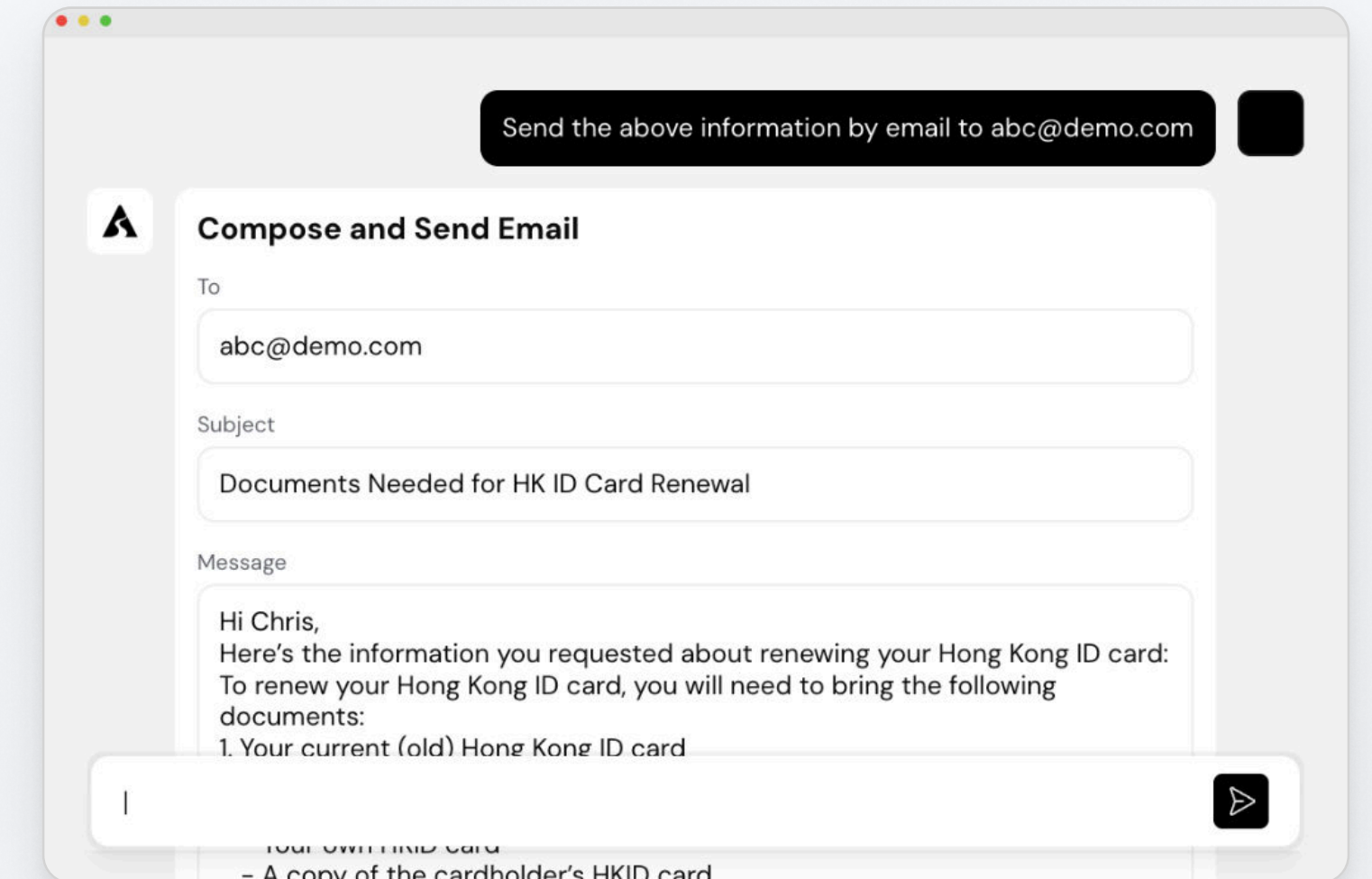
Step 1: Manage Knowledge Base

- Administrators easily update and control the scope of information available
- Knowledge base includes government sources and relevant web resources



Step 2: Users Submit a Question and Receives an AI-Generated Answer

- Users submit question by typing or speaking their question
- Alluvia instantly searches both the managed knowledge base and trusted web sources to deliver an accurate, source-verified response in real time



Step 3: Receive Answers Across All Platforms

- After the answer is provided, users can choose to have the response sent directly to them via WhatsApp or email
- This ensures information is easily accessible, whether users are online, on mobile, or checking their inbox

Benefits: Why Choose Us?



Real-time, 24/7 Answers

- Users get instant, accurate support anytime—reducing wait times and improving satisfaction



Omni-Channel Support

- Consistent service across website chat, voicebot, WhatsApp, email, and physical kiosks—meeting users wherever they are



Easy Knowledge Management

- Government staff can control and update the knowledge base easily—keeping information relevant and reducing repetitive queries



Source-Verified, Reliable Information

- Combines government knowledge bases and trusted web sources—ensuring every answer is up-to-date and dependable

Contact Us For More Details
info@alluvia.ai