

Always on. Ready to help when customers need it.

Imagine having a customer service agent that's always available, 24 hours a day. Imagine an agent that never forgets its training.

Watson Virtual Agent is exactly that. It's a cognitive, digital agent that answers your customers' questions in English, responding to their needs quickly and efficiently.

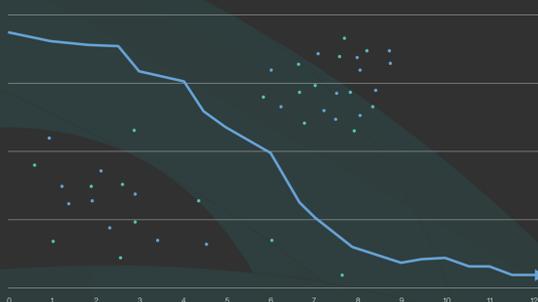
1

Dial down costs

Customers need support at all hours, but traditional round-the-clock service is pricey and often ineffective.

Watson Virtual Agent can shorten call-handling times, reduce agent-to-agent transfers and free up agents whose talents can be put to better use.

Not only is self-service immediately available 24/7, but it can significantly cut costs for companies in every industry. The result? A better bottom line and growing customer satisfaction.



2

Easy to use

Who said cutting-edge technology had to be hard to use?

Watson Virtual Agent is pre-trained to understand many of the common questions your customers will ask, so it's quick and easy to get it up and running.

You don't need deep technical skills to configure it either. Changing the way Watson responds to questions regarding the unique needs of your business is simple and intuitive.

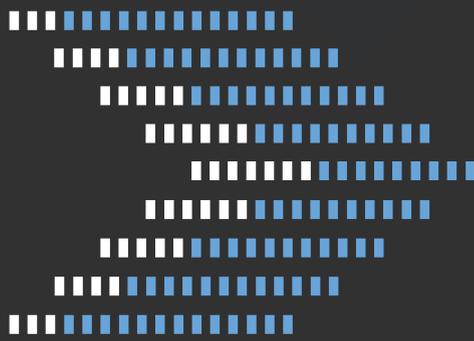


3

Get going—fast

You can get started with Watson Virtual Agent immediately—there's nothing to install, so it can be accessed and tailored right from your browser. And because it's delivered from the cloud, Watson gets better all the time on its own.

Updates to Watson's capabilities and knowledge are delivered to you at no extra cost, on a regular basis.

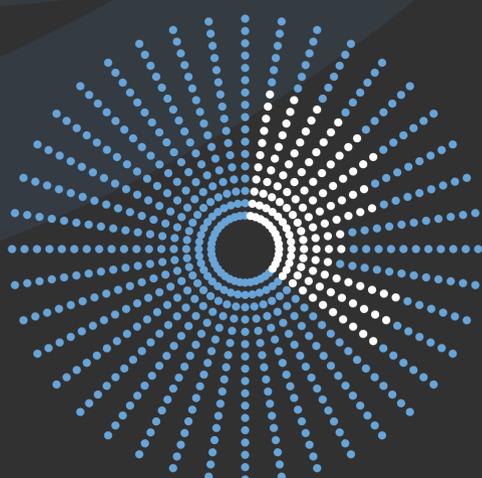


4

Detect new insights

Harness data from customer interactions using the Engagement Metrics Dashboard, which delivers insights into the conversations your customers are having with Watson Virtual Agent.

Analyze call volume, call resolution patterns and customer pain points. With access to this information and more, you will emerge with a clearer picture of your customer, helping you deliver the products and services they will love.



Try it—for free!

Interested? You can try Watson Virtual Agent out for yourself with our Free 30-Day Trial.

[Sign up today](#)