

Meet Your AI Colleagues

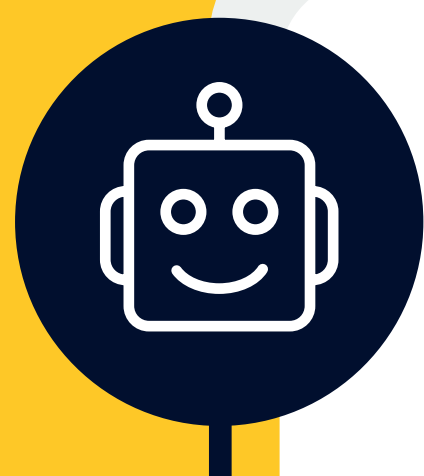
Three ways AI helps contact centre teams work smarter. For customers, advisors and multilingual digital conversations.

Contact centres don't need more bots. They need more capacity, faster responses and better customer experiences - without losing the human touch.

Liberty Converse brings AI agents into your team in three ways:

- 1 Handling routine conversations end-to-end.
- 2 Supporting your advisors in real-time.
- 3 Removing language as a barrier from both sides of the conversation.

Here's how each one works and what it's already delivering for organisations like yours.



Virtual Agents

FOR YOUR CUSTOMERS

Handle routine enquiries end-to-end, not just deflect them. Virtual agents understand intent, pull context from your systems and complete tasks.

- Natural language across voice and digital channels
- Context-aware: know who's contacting you and why
- Completes transactions, not just conversations
- Hands off to a human with full context intact

Liberty Converse CX:
Chatbot Designer



Empower all of your team to create chatbots with Liberty Converse CX

[Click to view video](#)



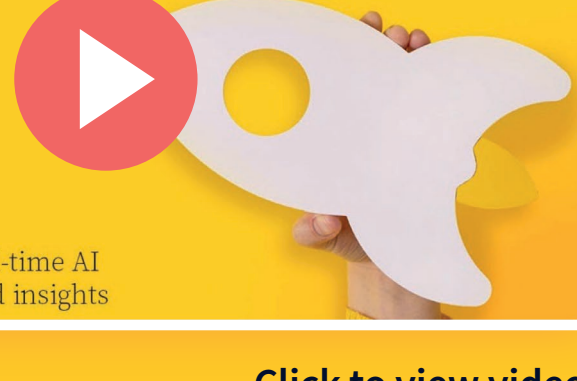
Agent Assist

FOR YOUR TEAM

Real-time support that sits alongside your agents during live conversations, surfacing knowledge and reducing the mental load of searching for answers.

- Real-time knowledge and process guidance
- Free agents up to focus on the conversation, not the system
- Call summaries and sentiment cues
- Faster onboarding for new starters

Liberty Converse
AI Assist



Empowering agents with real-time AI offering instant guidance and insights

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Agent Translate

FOR BOTH CUSTOMERS & AGENTS

Live AI translation built into the conversation, so language stops being a barrier to good service, for customers and agents alike.

- Real-time translation across voice and digital channels
- No need for separate interpreting services or delays
- Agents work in their own language, customers in theirs
- Support multilingual conversations across 75+ languages

Liberty Converse
AI Translate



Breaking down language barriers with live AI translation

[Click to view video](#)

Proven results in live contact centre environments

NHS
The Rotherham
NHS Foundation Trust

28%
fewer calls

Tewkesbury
Borough Council

50%
shorter wait times

TRU@TYRE

40%
faster customer service operations

"We saw immediate and dramatic improvements, literally overnight. Call abandonment dropped below 10% on day one. Waiting time dropped. Call handling times are quicker. When 1,500 calls in a day feels effortless rather than atrocious, you know something significant has changed."

JAMES ALLAN

Interim Associate Director - Planned Care, University Hospitals Sussex NHS Foundation Trust

[Let's explore what's possible](#)