

Is this what you were imagining?



We believe that enhancing the customer experience is vital to our success. We want to service our customers' expectations, support our staff's needs and also balance these two aspects into a budget.

We have increased our workforce, implemented a support process, and are trying to leverage technology. The technology is only serving as a bottleneck and I need it to be working for me instead.

Lymba Power Agent

Organizations track and maintain countless logs of customer issues. Inside those repositories is a wealth of answers to your next customers' issues. Rather than simply storing old data, Lymba puts it to use for you.

Lymba Power Agent is trained to learn your specific customer issues by processing your existing data. We work with you to test the system's responses and integrate actions with your internal support systems where needed.

Power Agent can be deployed to answer questions where it is most productive: chatbots, emails or even in call centers.



Now, use technology that works for support with
Lymba Power Agent



Natural Language Processing on:

- Emails
- Transcripts
- Tweets
- Chats

Analyze text for:

- Topic classification
- Sentiment analysis
- Language identification



The Power to Answer

- Answer customer questions with responses from a database
- Direct complaints to proper channels
- Modify customer orders or tickets
- Automatically build a response database from passed logs
- Expand FAQs from a limited set



imagine
what more you can do
with **Lymba**
Power Agent