



# C1 Elly™

Realize your automation vision by unlocking the potential of all your enterprise data



## The challenge

As organizations accelerate their adoption of generative AI technologies, they're encountering considerable obstacles including data quality, the complexities of data integration, achieving a return on investment, gaps in necessary skills, maintaining brand consistency, managing costs, and scalability challenges. These issues could slow down or even stop future projects, despite initial enthusiasm.

## Hire C1 Elly to solve it

C1 Elly emerges as the strategic answer to these pressing challenges. C1 Elly makes integrating and accessing all relevant data easy using industry-standard APIs that C1 connects for you. With access to all that information, C1 Elly is ready to provide answers to employees and customers that are safeguarded from hallucination, toxicity, and irrelevance. Each response is carefully derived from your data, undergoing a series of checkpoints and custom-built mechanisms to ensure precision. C1 Elly is built to adapt and stay current, mirroring your brand's identity and undergoing constant enhancements by dedicated AI experts that ensure outputs remain accurate and relevant as your organization and market needs evolve over time.

## A peek into C1 Elly's resume



### Activate your data's full potential.

Leverage an integrations platform as a service that orchestrates the integration of over 200 business applications, cloud solutions, internal databases, CRM, ITSM, ERP and more.



### Self-service that delivers a human experience.

The proprietary Human Experience Quality Index measures the quality and accuracy of each AI interaction to mitigate hallucinations and ensure continuous improvement in the quality of answers C1 Elly is providing.



### Evolve with your brand.

A dedicated AI business consultant partners with you to provide a solid data foundation, industry-leading design services, careful implementation, and ongoing tuning, training, and maintenance.



## How to put C1 Elly to work

### AUTOMATE

#### Appointment management

Customers can self-schedule, reschedule, and cancel appointments.

#### Authentication

Enhance security by verifying user identity through multiple methods.

#### Collections

Streamline debt recovery with automated reminders and payment options.

#### Crisis helplines

Offer immediate automated support and triage for crisis situations, 24/7.

#### Event reminders

Proactively send reminders on any channel.

#### Escalation routing

Accurately route customer calls to the most suitable support based on predefined criteria.

#### FAQs

Provide instant answers to frequently asked questions.

#### Feedback surveys

Collect customer feedback through automated survey distribution and collection.

#### HR/IT helpdesks

Reduce ticket volumes by guiding users to self-service resources for common issues.

#### Payment processing

Enable secure, instant payments with a single click.

#### Travel concierge

Provide personalized travel planning, recommendations, and updates automatically.

### OPTIMIZE

#### Voice

Manage and route voice calls, reducing the need for live agents.

#### Digital

Handle inquiries across email, SMS, and social channels.

### EMPOWER

#### Agent copilot

Equip agents with real-time information and suggestions during customer interactions.

#### Employee copilot

Support employees with on-demand access to policies, procedures, and information.

**“Since deploying the C1 intelligent virtual assistant, we’ve achieved authentication rates up to 80% and IVA containment rates for the payment app reaching 76% so far in 2024. These results demonstrate and validate what’s possible. Working with the C1 team has ensured we’re able to realize the potential of those possibilities.”**

**Bethany Cross**

AVP, Customer Success

**wellabe™**

### About C1

C1 is transforming the industry by creating connected experiences that make a lasting impact on customers, our teams, and our communities. More than 10,000 customers use C1 every day to help them build meaningful connections through innovative and secure experiences. C1 collaborates with most of the Fortune 100 companies along with other key global industry partners to deliver solutions with a total lifecycle approach. C1 holds more than 5,600 technical certifications across thousands of engineers throughout North America, including three Customer Success Centers. Learn more at [onec1.com](https://onec1.com).

