

## The New & Enhanced AVA!

At Arise, we understand that time is money. And time spent waiting in queue for live chat is time that your call center can use to earn service revenue. That is why we are excited to announce that a new & enhanced AVA (Arise Virtual Assistant) is now available for agents!

AVA has been enhanced with IBM Watson, an artificial intelligence (AI) system, that can distinguish and identify a whole new volume of questions. With the upgraded and enhanced AVA, agents can communicate their personal needs and receive quality, tailored support. This will, in turn, enable agents to self-serve more effectively and efficiently.

### The new AVA:

- Delivers instant feedback in conversational language without any wait time
- Utilizes new and upgraded content implemented to provide an answer based on a wider range of topics
- Understands and interprets specific situations

### With the new AVA, you will be able to:

- Receive quality support tailored to YOUR needs
- Save time spent on chats
- Self-serve more effectively



To reach AVA, simply log in to the portal → Support (top right) → Arise Virtual Assistant

AVA is open 24/7 and, while you may be tempted to try and bypass AVA and go directly to live chat, we encourage all agents to give the new and enhanced AVA a try! We think you'll be happy with the results.

**AVA works best when you ask your question in complete sentences. Asking questions in incomplete phrases will be less successful.**

*As a reminder: AVA offers Live Chat Support when she is unable to answer your question.*

Technical Support: 24/7

Partner Support/Enrollment: M-F 8am – 12am EST

Registration: M-F 10am – 6pm EST