



Voicescape G-Cloud 15

Service Definition

Conversational AI Platform - EVA

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Software as a Service (SaaS) Conversational AI Platform – EVA

EVA powered by DRUID is an end-to-end platform for building conversational business applications and virtual assistants specialised in completing business task. EVA offers users the ability to ask questions and get accurate responses, but also to perform complex tasks by integrating with multiple existing or legacy applications in the organization.

Service features

- Integrated with ChatGPT for enhanced interactions
- Comprehensive Assistance: EVA aids repairs, maintenance, and contact centres
- Visual Support: Upload images for clearer issue communication
- Efficient Appointment Management: Simplify bookings and reduce no-shows
- Compliance Management: Handle checks within compliance parameters
- In-House Escalation: Prioritise issues like Damp, Mould, Mental Health internally
- Multi-Channel Access: Use EVA across various platforms
- Personalised User Experience: Different personas for defined purposes
- EVA continues to learn, featuring centrally-managed trained databases
- Knowledge Base provides 24/7 support for employees and residents

Service benefits

- Improved Efficiency: Reduces call centre traffic, wait times, operational costs
- Enhanced Employee Satisfaction: Empowers staff with quick access to information
- Boosts resident satisfaction with more first-time resolution
- Reduces financial loss from tenancy voids and streamlines processes
- Occupancy Optimisation: Ensures the earliest property availability for occupation
- Reduced No-Shows: Minimises resident no-shows for appointments
- Intelligent Scheduling: Manages appointments more effectively
- Safety Prioritisation: Addresses high-priority issues promptly for resident well-being
- Personalised User Experience: Tailored personas enhance user engagement
- Knowledge Base: Quick access to information, reducing response times



Registered Office

Ice Building
4th Floor
Exchange Quay
Salford
M5 3ED

Contact

0161 884 3598
hello@voicescape.com
www.voicescape.com

