aws marketplace

GENERATIVE AI SOLUTION SPOTLIGHT

Supercharge customer experiences for the enterprise with Aisera's AI Agents

Explore Aisera solutions on AWS to enhance efficiency, reduce costs, and deliver exceptional experiences

In collaboration with:

AISERA

Organizations are constantly looking for new ways to optimize efficiency and boost customer loyalty, but scaling customer support can be challenging.

Aisera on Amazon Web Services (AWS) provides an agentic AI platform that helps accelerate revenue growth, boost agent productivity, and lower costs. Aisera's technology is based on an agentic and reasoning architecture that can perform intentless and intent-driven natural language requests across unstructured and structured databases, business applications, and systems of records. With Aisera on AWS, organizations can unlock human potential to save millions of dollars on operational costs, enhance productivity by 80 percent, and achieve 75 percent auto-resolution rates.[1]

Aisera overview

Aisera offers out-of-the-box AI Agents that help organizations seamlessly automate routine tasks, learn from interactions, and provide real-time assistance. AI Agents enable businesses to free up support agents to focus on more strategic, complex issues by optimizing processes and improving efficiency across customer journeys. By seamlessly integrating with existing enterprise systems, Aisera opens new possibilities for productivity and maximizes the potential of agentic AI.

Key Aisera products on AWS

Agentic AI Copilot

Aisera's universal enterprise AI Copilot leverages agentic AI architecture that empowers users with a personal companion for answering questions, analyzing data, providing proactive recommendations, and getting work done. It harnesses domain-specific large language models (LLMs) grounded in customer data and seamlessly handles intentless natural language requests, proactively and autonomously making decisions, and taking actions to drive positive business outcomes. With its AI search capability, users can perform enterprise-wide searches using natural language. The enterprise AI Copilot understands complex requests, conducts federated searches, and generates secure, private, and permission-aware answers and summaries.

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Key Aisera products on AWS

Agent Assist

Aisera's Agent Assist leverages agentic AI to significantly supercharge agent productivity and deliver exceptional customer experiences. Using domain-specific LLMs, Agent Assist generates relevant and context-aware answers and case summaries tailored to meet diverse organizational needs. Agent Assist is directly embedded within software as a service (SaaS) applications like ServiceNow, Salesforce, and Zendesk. By providing agents with real-time support and next-best-action recommendations, Agent Assist helps agents to resolve tickets efficiently while lowering costs.

Key features and benefits

Agentic reasoning and orchestration

Aisera's agentic reasoning and orchestration autonomously understand natural language and context to fulfill requests through AI Agents. It verifies responses, ensuring personalized, relevant answers and actions for effective resolutions.

Agentic dynamic flows

Reduce development times and maintenance overhead by enabling self-service user actions.

Universal AI Copilot

Provide a unified interface for interacting with AI Agents across the enterprise.

Domain-specific LLMs

Reduce hallucinations and increase the accuracy of AI Agent responses across domains such as engineering, finance, and IT.

Intentless conversational AI

Understand and respond to complex user requests in real time, fostering a natural and intuitive conversational experience.

Proactive prediction and major incident detection

Prevent revenue loss and reduce resolution times by proactively detecting and resolving major incidents and outages.

Accelerating customer support using generative AI with DaveGPT

Customer experience is a high priority for Dave, a US neobank, and scaling support was crucial for its rapidly growing user base. DaveGPT, powered by Aisera, combines the power of Aisera's agentic AI solutions and domain-specific LLMs tailored for the banking and finance industry to serve answers and information seamlessly to customers. Enabling a consistent customer experience and improving customer satisfaction, Dave is able to provide real-time information to customers and empower them to take action.

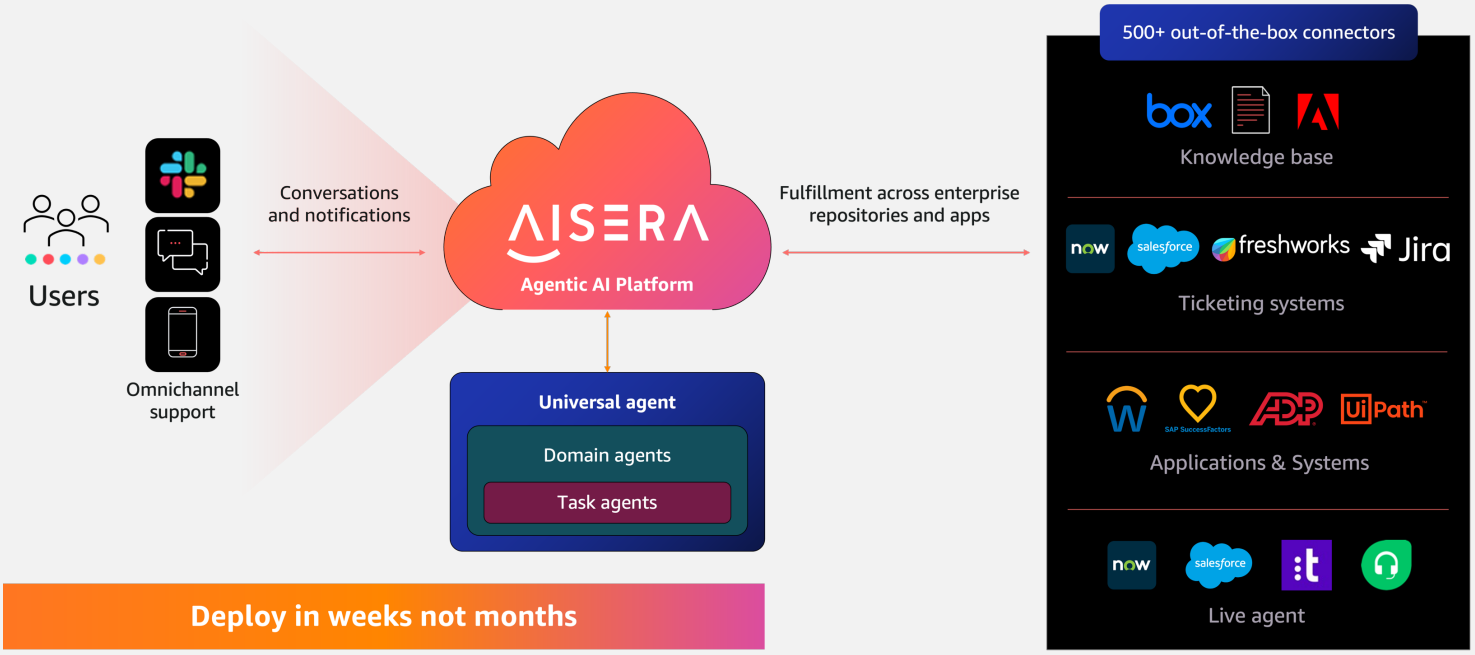
By using agentic AI, DaveGPT, powered by Aisera, provides end-to-end resolution and personalized support options that have helped increase member satisfaction and retention. Dave has been able to auto-resolve 89 percent of member inquiries and has achieved 60 percent first-call resolution (FCR). Dave's partnership with Aisera to leverage agentic AI supports the neobank's continued innovation in the industry.

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Outcomes

- Achieve up to 80 percent increased productivity, 85 percent CSAT improvement, and 90 percent cost savings with Aisera.[1]
- Increase customer engagement with intelligent contextual and human-like interactions.
- Automate requests with AI workflows to reduce customer wait times and increase case deflections.
- Amplify agent performance and productivity with real-time recommendations and next-best actions.
- Boost customer success with actionable insights and analytics from data across customer touchpoints.
- Deliver an engaging conversational experience for customers on their preferred communication channels.
- Transform information retrieval with relevance ranking, intent, and query understanding using natural language.

Seamless agentic AI deployment



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Generative AI on AWS

Start generating innovation with these performant, cost-effective, and easy-to-use tools purpose-built for generative AI.



Amazon Bedrock

The easiest way to build and scale generative AI applications with foundation models.



Amazon Q

Generate code, test, debug, and leverage multistep planning and reasoning capabilities to transform and implement new code from developer requests.

Learn more ›

Streamline employee and customer support tasks with Aisera on AWS. See how you can accelerate productivity with generative AI.

About Aisera

Utilizing Amazon Bedrock and Amazon SageMaker, Aisera helps organizations operationalize their LLMs into generative AI apps with an agentic AI architecture to understand natural language requests, proactively and autonomously make decisions, and take actions to drive business outcomes.

With AWS, Aisera's Agentic AI platform leverages a transparent, responsible, auditable, privacy, and secure (TRAPS) framework to meet stringent data governance requirements while adhering to the highest standards of responsible AI.

1: Aisera internal data

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