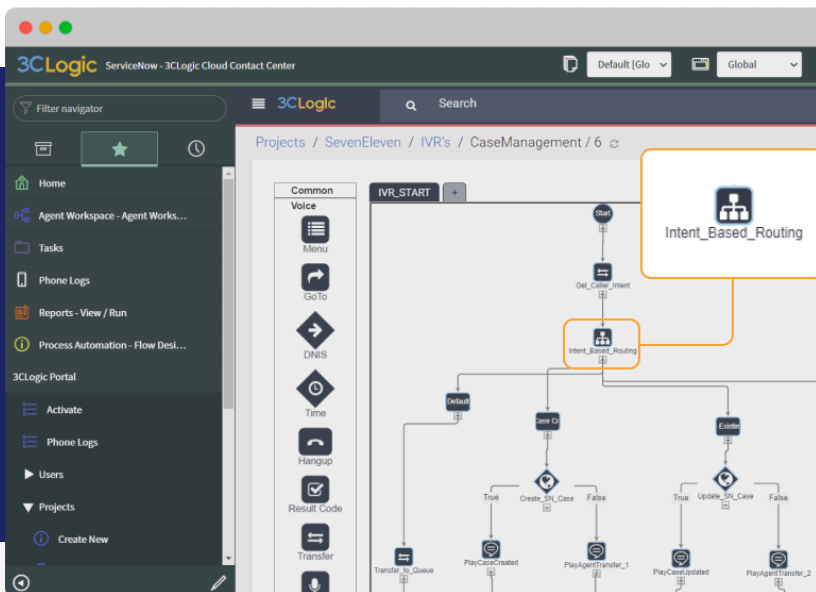


Serve Customers Faster and More Efficiently with 3CLogic Virtual Agent for ServiceNow®



3CLogic Virtual Agent integrates natively with ServiceNow to offer Natural Language Processing (NLP), Text to Speech (TTS), and Speech to Text (STT) capabilities. Enable advanced conversational and human-like voice workflows that leverage the latest voice technology.

> Build Lifelike Conversational Workflows

3CLogic Virtual Agent designer leverages Google Dialogflow — the same deep learning technology that powers Google Home — to determine customer intent and extract complex entities using NLP. Build applications with sophisticated conversational voice bots for an exceptional user experience.

> Simplify Complex Conversations

Natural Language Processing drastically simplifies and condenses long, complex call flows and menus. Callers can easily describe the purpose of their call and navigate through the flow with responsive voice prompts to get the information they need.



Drag-and-Drop UI for Call Flows



Intuitive Intent & Entity Extraction Configuration



Advanced Speech Recognition & Speech to Text



Human-like Text to Speech



Advanced NLP



> **Boost Agent Productivity and Satisfaction**

Leverage third-party bots such as Google Contact Center AI and Amazon Polly to maximize your agents' time.

By deflecting simple, repetitive inquiries to voice self-service solutions, agents can focus on more complex and specialized customer interactions, without impacting the customer experience.

> **Improve Business Outcomes**

Strengthen customer retention and the likelihood of upsell opportunities. With advanced self-service voice solutions available 24/7, customers are able to engage even more with your business and rely on your team as a trusted partner.

> **Redefine the Customer Experience**

Increase customer satisfaction and your Net Promoter Score by offering personalized, human-like experiences around the clock. Even when a human agent is not available, customers can get answers via simple voice navigation to quickly resolve common issues.

About 3CLogic

3CLogic integrates natively with the ServiceNow platform to complement existing digital channels, like email and chat, in order to create an omnichannel experience with voice and SMS text capabilities.