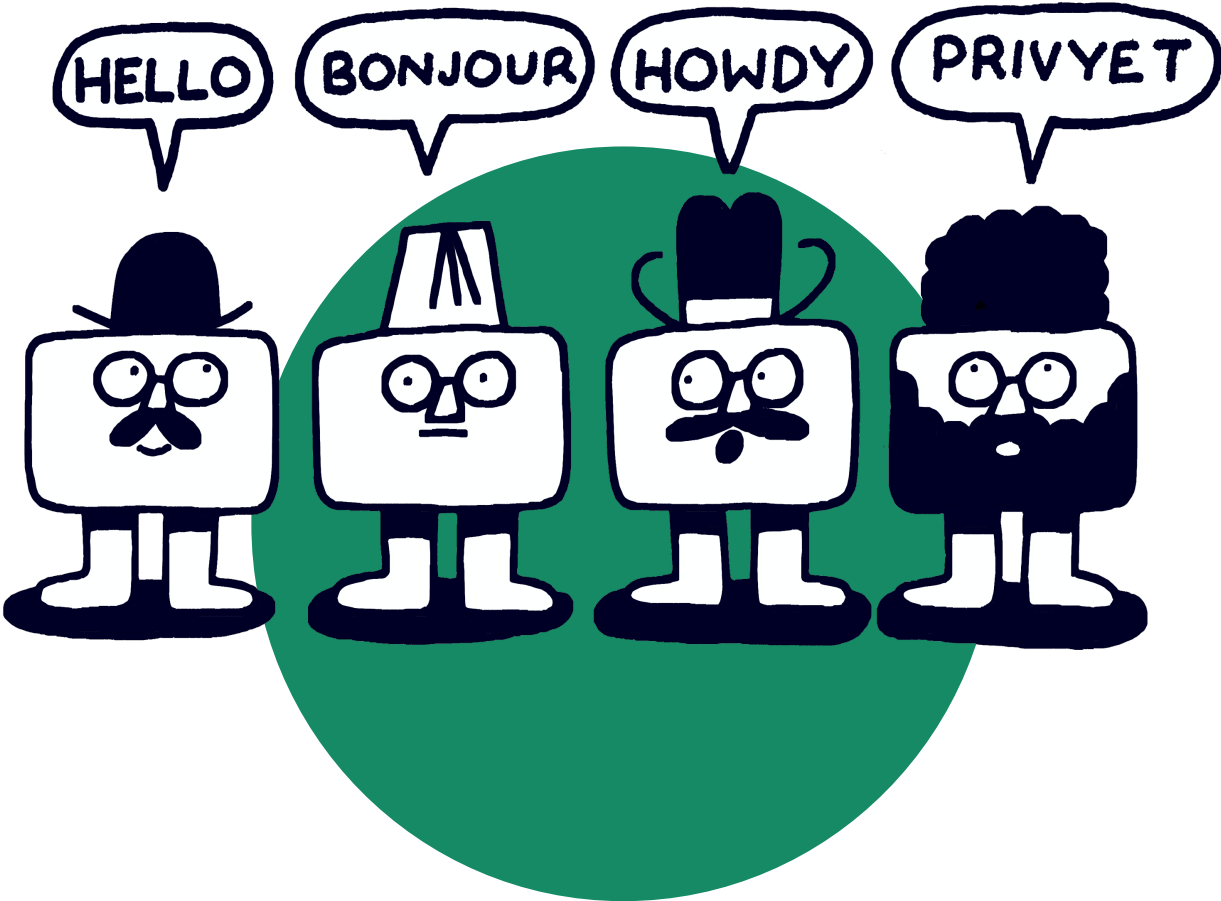


Ada for Multilingual Customer Support

One of the best ways a brand can show it cares is by engaging customers in their preferred language. But with the average agent speaking only one language, this level of personalization is unrealistic with live support agents alone.

Ada's AI-powered platform enables organizations to build automated assistance in one language and deploy it to customers in over one hundred. By harnessing machine learning and seamlessly integrating with a company's back-end, Ada allows a business to proactively engage customers in the language of their choice.



Ada for Multilingual Customer Support

Ada empowers global businesses across industries to eliminate barriers in technology, time, geography, and language that stop them from meeting the needs of customers around the world. Acting as the always-on version of a live support agent, Ada engages customers with instant content across online, mobile, and social channels.

In less than a month, non-technical teams can launch a multilingual chatbot solution that automates 80%+ of customer inquiries. So much more than an FAQ bot, with Ada, customers can search, update account information, add new services, make payments, and more, on their own, at anytime, from anywhere, in their own language.

LET CUSTOMERS CHOOSE THEIR PREFERRED LANGUAGE

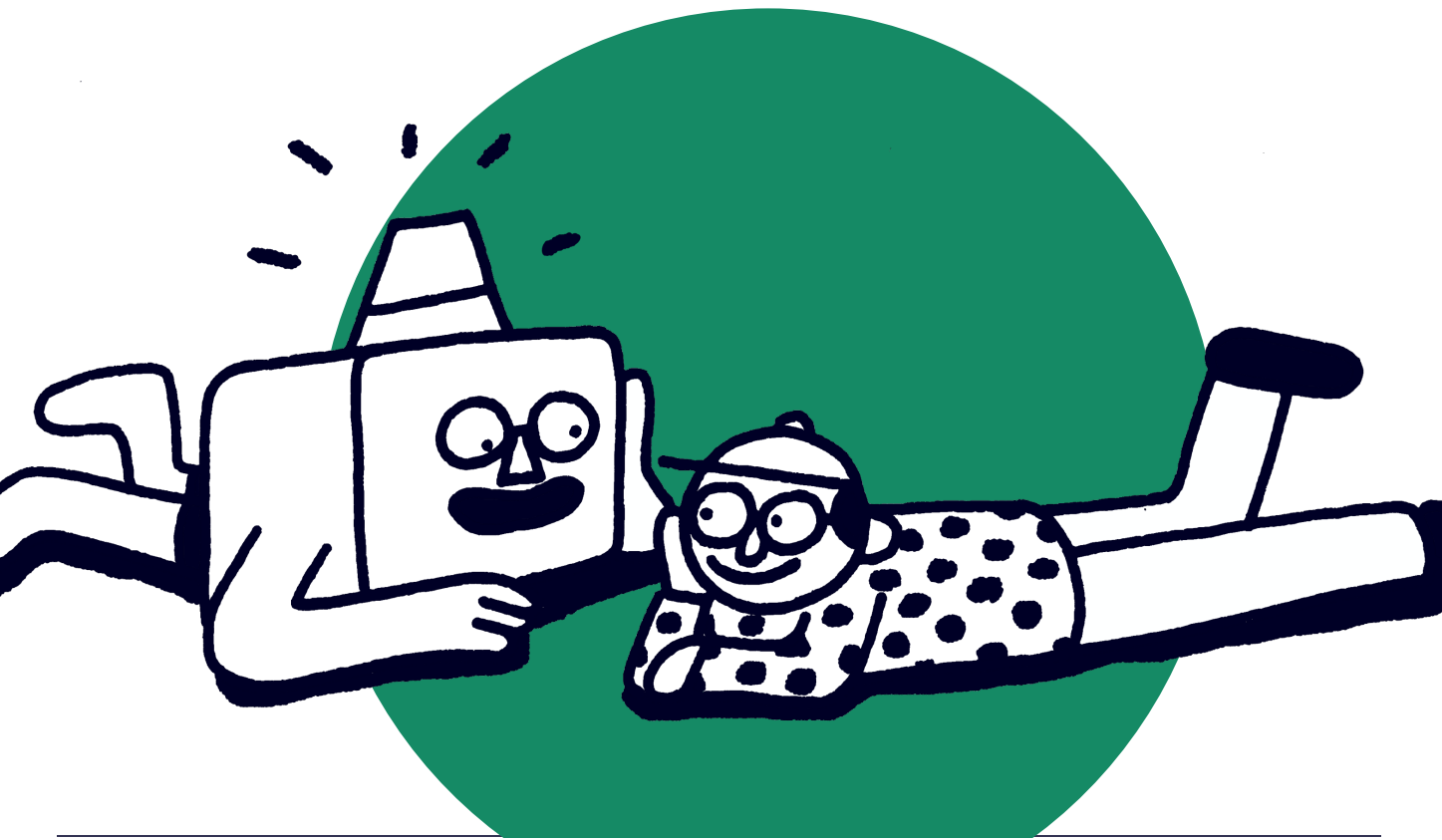
Speak every customer's language with 104 languages to choose from. Customers are immediately engaged in the language of their browser or they can select from a drop down menu of available dialects.

TRANSFORM YOUR CONTENT IN SECONDS

Using Ada's easy-to-use platform, businesses can automate dynamic, proactive, and personalized answers in one language and translate them instantly to meet the requirements of every customer.

MAINTAIN BRAND AUTHENTICITY

In just seconds, any non-technical team member can refine each translated answer, to ensure the language reflects brand messaging and tone.



As the market leader in Automated Customer Service (ACX), Ada is the only chatbot platform purpose-built to support an automation-first customer service strategy.

By diminishing dependence on IT and uncovering new opportunities for revenue, Ada's automation is designed to transform the support model from a cost center to profit center. Headquartered in Toronto, Ada enables clients around the world, like TELUS, AirAsia, and UpWork, to put automation and AI at the front end of their customer service strategy, thereby freeing live support agents to have greater impact.



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