

## KIA Virtual Assistant - Conversational Experience

HAEA partnered with Dataflix to analyze, design & build text-based AI-powered conversational interface for KIA's customers to enable highly engaging user experiences. Dataflix has been a successful outcome-focused partner.

### The challenge

With constantly growing vehicle models and customers, vehicle information is stored across multiple systems, locations and languages. As a result KIA customers navigate multiple apps and manuals for common information. This experience can be improved by making information more accessible and reducing wait-times, through a modern conversational interface.

### The solution

"KIA Virtual Assistant" is a self-serve conversational interface for KIA call center, built on Google Dialogflow and ConverX Messenger, by Dataflix. The AI-powered chatbot is designed to respond to general enquiries including KIA Connect and service appointments, delivering consistent responses. This is a new text-based self-serve channel with faster, consistent and seamless experience.

### The results

KIA Virtual Assistant is automating simple tasks by enabling self-serve capabilities. The conversational flows and interface are helping KIA's customers get answers to common questions faster without human intervention, thereby, improving overall customer experience.

Dataflix's experience on Google Cloud and Conversation AI, coupled with our strategic partnership helped us stay outcome focused. A complete serverless architecture of Dialogflow and ConverX Messenger accelerated time-to-market.



About Hyundai Autoever America LLC  
Hyundai AutoEver America (HAEA) is an Information Technology services company, serving Hyundai Kia Motor Group affiliates in North America.

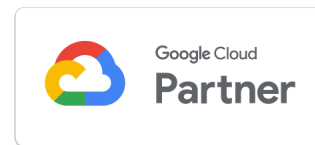
Industry: Industrial Goods & Manufacturing

Primary project location: United States



About Dataflix Inc.

We deliver CCAI solutions that drive better customer experience through Conversation AI. We specialize in bots, IVR integrations and CCAI analytics.



### Products

Google Cloud Platform