

Ellysse - TIM AICA - Artificial Intelligence Customer Assistant

TIM Enterprise and Noovle, as Google Cloud resellers and enablers, together with Ellysse develop a partnership with Google Cloud, enhancing the Ellysse's Customer Assistant with the new generative AI features, called TIM AICA

The challenge

The main challenge was to combine the features of the previous "TIM Ready Contact Center" product, both technical and user interface, with the new generative AI features, to allow both old and new customers to benefit from stable features in a context in which the technical evolution of the underlying models is extremely fast.

The solution

The new TIM AICA Artificial intelligent Customer assistant, uses deep learning models from Google Vertex AI platform and proprietary models, to generate answers to user's questions based on specific knowledge base of the customer. This RAG function is very efficient from the learning point of view, we call it "RAG and play".

The result

The solution, based on a multitenant cloud, permit: Creation, management and training of the virtual assistant, Configuration and access to managed channels; Conversation monitoring and reporting; Multibrand advanced AI technologies connector, for ex. Large Language Model on Google, Smart speaker integration connector... External application integration module (CRM, Trouble Ticketing, MS Teams)

With advanced infrastructure, next-gen data centers, and AI integration, we've transformed customer service to deliver a more efficient, interactive digital experience, reducing costs and ensuring fast resolutions across all channels. As a cross-market solution, it offers 24/7 availability with seamless handover to human agents, ensuring continuous and effective service



About Ellysse

Ellysse is a software house specialized in the development of Contact Centers, chatbots, voicebots and conversational AI platforms.

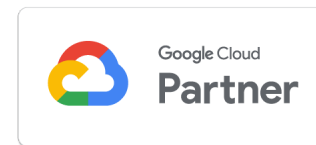
Vertical/horizontal solution: Software & Internet

Primary project location: Italy



About NOOVLE S.P.A. SOCIETA' BENEFIT

Noovle S.p.A., within the TIM Group, is a strategic ICT, Cloud and edge computing subsidiary that aims to become the leader for Italian cloud services



Products

Google Cloud Platform