

70% of UK customers say they expect companies to resolve their issues in a single interaction. As the modern contact centre increasingly becomes the face of the organisation, agents need to have instant access to the very best expertise available.



Auditable



Scalable



Pluggable



Fast to value



Consistent



Secure

With viabl.ai, the decision intelligence platform, you can capture and automate your best agents' expertise, decision-making, and advisory skills in a way that scales great customer service across every interaction. Power every decision with the expertise of your best - offer the best solution, first time, every time.

What is a Decision Intelligence platform?

It is a no code/low code software platform that allows the capture of human expertise, the generation of predictive analytics, and the deployment of both to operationalise and optimise enterprise-wide decision-making. An effective decision intelligence platform can both augment human decision-making and fully automate decisions, depending on the scenario.

6x

more likely to retain customers

23x

more likely to acquire customers

19x





more likely to Be profitable



Put simply, without Decision Intelligence we could not provide the quality service needed to survive in today's market whilst keeping the operation cost effective.



viabl.ai is perfect for:

-  Customer service & retention
-  First-call resolution
-  Claims handling
-  Tailored up-sell & cross-sell
-  AML & KYC compliance

viabl.ai delivers in:

-  FinServ
-  Public Sector
-  Telecoms
-  Utilities
-  Banking
-  Travel



THE DECISION INTELLIGENCE COMPANY

By deploying our advanced decision intelligence products - viabl.ai and XpertFactory - we allow organisations to harness the power of their two most valuable assets - the expertise of their people and the predictive analytics in their data.

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DIAGEO

Capita

WÄRTSILÄ

BOOTH WELSH
Integrated Engineering Services

Weightmans

GUU
GLOBAL VALUE HELP

arneg

ALEXANDER DENNIS

NMIS
National Manufacturing Institute of Excellence

SFR

LIBRA
SPECIALITY CHEMICALS

XF