Apollo

The World's First Workforce & Customer Service Automation AI Virtual Assistant

Securely Automate Any IT Task While Ensuring Maximum Adoption by Leveraging Your End Users Preferred Messaging Interface.

At a Glance

Avatier Apollo is the world's first AI Virtual Agent that securely automates any IT task for your customers and workforce. Beyond identity management, Apollo augments business operations. It works across virtually all messaging interfaces to maximize productivity and user adoption. The result is a significant reduction in operational and labor costs, and an exceptional customer experience.

Why You'll Love Apollo

Self-Service Identity Management

Watch your customer satisfaction levels soar. No waiting in a queue for assistance, and they won't be placed on hold to look up information.

Immediate Time to Value

Reduce your operational and labor costs with a lower cost-per-interaction, reduced staffing requirements and significant decrease in help desk requests.

Omnichannel virtual agent runs on any device and most any chat or messaging platform.

Always Connected

Available on all popular communications channels: Chat, email, applications and social media. No additional software required.
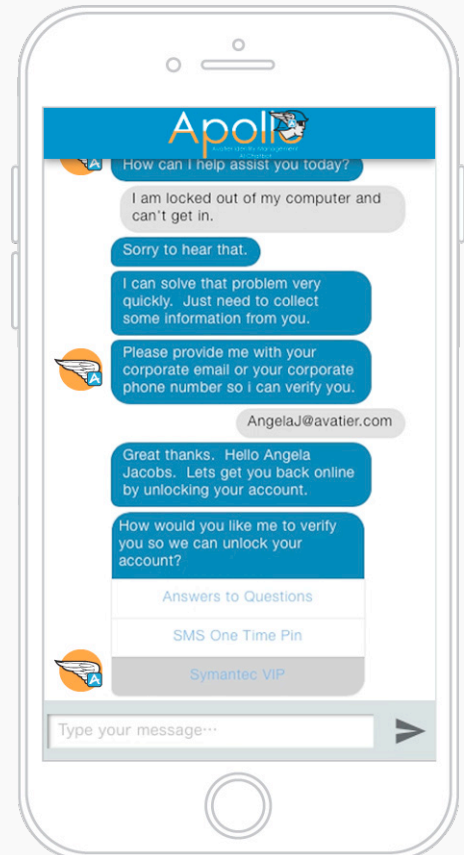
Transform Your Customer Experience

Ensure brand loyalty with instant responses, decreased error rates and immediate problem resolution (decreases MTTR). Keep customers happy and your brand secure.

5-Star Customer Support

Provide reliable, 24/7 customer support availability, even during late-night or low-traffic hours and communicate with multiple people at the same time without adding headcount.

Support for Multi-Factor Third Party Authentication

Securing messaging is no easy task. Apollo is the first commercial chatbot technology that securely validates user identity using Multi-Factor Third Party Authentication. Apollo supports Avatier's Biometric MFA and one-time passcode over SMS/Email as well as leading MFA providers like DUO, RSA, Google Auth, Symantec VIP, Ping, Okta, RADIUS and even FIDO2.

Apollo

The Communication Channels You Use Every Day

There is no software to install and no system down-time to get started. Simply request to connect or friend Apollo and you are ready to go. Use the software, phones, and computers your team uses every day. Our AI Chatbot enables security so your users can **automate, request and approve anything** from the leading messaging apps.

slack

groupme

Microsoft Teams

kik·

facebook Messenger

Telegram

Skype

SMS

twilio

Web Chat

{REST:API}

An Intelligent Platform Designed to Scale with your Enterprise

Apollo is an intelligent platform with the ability to learn and to grow its capabilities as time progresses. Although the extended solution reaches far beyond password reset and lifecycle management, it includes a core set of functions:

- Request analytics and reports
- Disable specific privileges from a role or resource
- Set up groups to assign multiple users to a set of assets with one request

- Reset and send passwords
- Search by resource or role
- Add, replace or remove a resource in a role or all associated roles with one request

Like No Other AI Solution On The Market

Apollo scales with your enterprise. Use Apollo to handle your Level 1 help desk cases and watch 30 to 50% of your tickets disappear overnight. Apollo allows you to completely resolve an incident/service request, or simply pre-process issues to help a human agents resolve the ticket.

Apollo was designed specifically to address your main challenges with Identity Management today. One of those is the issue of making password reset, single sign-on, governance and compliance a cost-effective management tool rather than a drain on resources. Integrating Apollo into Avatier's award-winning Identity Anywhere™ platform ensures any request for secure access can be made available simply by asking an AI virtual agent.

Scale Apollo to Increase disk space, find answers to questions, change server provisioning and configuration, or even handle cybersecurity incidents.

There is no limit to what Apollo can do.
Ready to Take it For a Spin? Sign Up For A Free Trial Today:
www.avatier.com/products/apollo

AVATIER
Identity **Anywhere**

800-609-8610 North America
+44 (0) 207 877 1807 EMEA
+61 (0) 2 9959 1047 APAC
www.avatier.com