

CONVERSATIONAL AI & VOICE AUTOMATION  
**AVATIER AI CALL CENTER PLUS™ (PATENT PENDING)**  
**AI That Serves, Solves, and Sells — Instantly**

Transform your IT service desk & customer call center into a 24x7 intelligent, revenue-generating digital workforce.

## Why It Matters

Turn your support cost center into a competitive advantage.

Avatier AI Call Center Plus transforms service desks into 24x7 digital workforces that never sleep. Our patent-pending Anonymous AI Identity Verification instantly authenticates users, resolves issues, and even upsells—all in 34 languages with zero hold time.

**For CIOs:** Fully automated, zero-trust compliant identity management

**For CFOs:** Up to 80% reduction in support costs

**For CX Leaders:** New revenue through AI-driven upsells

Don't just automate service—elevate it.

## How It Works

Avatier AI Call Center Plus installs a secure voice interface that integrates with your existing phone system or SIP IVR. When a user calls, our Conversational AI answers instantly, creating a 24/7 digital workforce that understands natural speech and takes action—all without human intervention.

**Avatier AI Call Center Plus redefines the help desk.**

Steps		Process	Outcome
1	<b>Instant Voice Interface</b>	The AI answers the call in your company's tone and personality, understanding natural speech in 34+ languages.	Eliminates hold times and provides a seamless, branded first point of contact for every user.
2	<b>Anonymous AI Identity Verification</b>	Our patent-pending technology verifies the caller securely using MFA, behavioral patterns, or challenge-response—without exposing personal data.	Ensures a zero-trust security model is enforced before any action is taken, even over the phone.
3	<b>Automated Workflow Execution</b>	Once verified, the AI instantly executes workflows like password resets, account unlocks, access requests, or ticket creation in systems like ServiceNow and Entra ID.	Resolves the most common requests instantly, without requiring a live agent.
4	<b>Seamless Human Escalation</b>	For complex issues, the AI escalates the call to a live agent with full context and verified identity, ensuring no time is wasted.	Combines the efficiency of AI with the empathy of human agents for a complete support solution.

## In short:

Avatier Login Reset transforms Windows itself into a zero-trust identity gateway—one that verifies, enrolls, and provisions users natively, securely, and automatically.

## Key Advantages & Benefits

Avatier AI Call Center+ provides unique advantages that differentiate it from other solutions.

Advantage	Key Benefit	Why It Matters
★ <b>Zero Hold Time</b>	24x7 Instant Response	Delivers always-on service with instant, automated answers to every call, eliminating queues and user downtime 365 days a year.
★ <b>Multilingual Intelligence</b>	Global User Support	Fluent in 34+ languages and regional accents, providing human-quality interaction and support for a global workforce and customer base.
★ <b>Anonymous AI Identity Verification</b>	Secure & Compliant	Patent-pending technology verifies every caller without exposing personal data, ensuring zero-trust compliance even over a phone line.
<b>Conversational Upsell AI</b>	Revenue Generation	Identifies customer intent and recommends upgrades or renewals after resolving issues, transforming the support channel into a profit center.
★ <b>End-to-End Automation</b>	Cost Efficiency	Automates up to 90% of routine requests like password resets, account unlocks, and ticket updates, drastically reducing operational costs.
<b>Seamless Integration</b>	Rapid Deployment	Connects natively with ServiceNow, SailPoint, Microsoft Entra ID, Active Directory, and any IVR — typically deploying in under an hour.
<b>Human-in-the-Loop Collaboration</b>	Complex Issue Resolution	Escalates complex cases to live agents with full context and verified identity, ensuring security and continuity for sensitive issues.
<b>Fully Auditable &amp; Compliant</b>	Enterprise-Grade Security	Logs every interaction for SOC 2, ISO 27001, GDPR, and zero-trust frameworks, ensuring complete traceability and compliance.

### Top 10 Use Cases

1. **Unlock Account** - Regain access when locked out before login via voice commands.
2. **Reset Password** - Change expired or forgotten passwords instantly through conversational AI.
3. **Verify Identity** - Confirm employee or customer identity using patent-pending Anonymous AI Verification.
4. **Request Access** - Submit and approve system access requests entirely by voice.
5. **Automate Service Desk** - Handle common IT and HR support tickets without human intervention.
6. **Conduct Compliance Reviews** - Initiate access certification campaigns through voice prompts.
7. **Assist Passwordless Login** - Help users who lost access to their MFA or passwordless devices.
8. **Support Customers** - Provide order status, technical support, and account assistance with zero hold time.
9. **Generate Upsells** - Identify and recommend products or upgrades after resolving service issues.
10. **Escalate to Agent** - Route complex issues to live agents with full context and verified identity.

## Perfect For These Environments & Use Cases

Avatier Login Reset is essential for any organization using Microsoft Windows that wants to maximize productivity and minimize IT support costs.

Environment	Why It's Ideal
Global Enterprises	Provides 24/7 multilingual support across all time zones and regions.
IT Service Desks	Automates the #1 source of tickets - password resets and account unlocks.
Customer Call Centers	Transforms cost centers into profit centers with AI-driven upsell capabilities.
High-Security Organizations	Ensures every interaction is MFA-verified, auditable, and zero-trust compliant.
ROI-Focused Teams	Delivers measurable cost reduction and labor reclamation within 90 days of deployment.

## Frequently Asked Questions

### 1. How does it reduce operational costs?

Automates up to 90% of routine service requests, cutting support costs by 60-80% while increasing satisfaction.

### 2. Does it integrate with our existing systems?

Yes - connects natively to ServiceNow, SailPoint, Microsoft Entra ID, Active Directory, and existing IVR systems.

### 3. Is voice verification truly secure?

Yes - our patent-pending Anonymous AI Identity Verification uses MFA-backed behavioral analysis without exposing PII.

### 4. How many languages does it support?

Provides fluent, human-quality interaction in 34+ languages and regional accents.

### 5. Can it really handle upsell conversations?

Yes - identifies customer intent and recommends relevant products or renewals after resolving service issues.

### 6. What about compliance and auditing?

Every transaction is encrypted and auditable, meeting SOC 2, ISO 27001, and GDPR standards.

### 7. What happens when the AI can't solve an issue?

Complex cases seamlessly escalate to live agents with full context and verified identity.

### 8. Does the system learn and improve over time?

Yes - self-learning AI analyzes interactions to refine accuracy and increase automation rates.

### 9. What's the typical ROI timeline?

Most organizations achieve measurable cost reduction and labor reclamation within 90 days.

### 10. How does this help our security team?

Offloads repetitive identity tasks, freeing engineers for strategic work while enforcing zero-trust policies.



## Turning Service Desks into Digital Workforces

Avatier AI Call Center+ transforms traditional support into 24x7 intelligent digital workforces that verify identities, resolve issues, and generate upsell opportunities—turning every call into a secure, automated, and profitable interaction.



**Reinvent your front line—make every call a verified gateway to exceptional service and new revenue.**

[Contact Avatier to see AI Call Center Plus in action](#)

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