
A Voice-Activated Artificial Intelligence ( AI )... " at Your Service "!

September 2018, San Diego, CA, USA

Light Communications, Inc. has been a leader in innovative and highly customized Contact Center solutions for almost 20 years .

Our Company has unveiled a new Artificial Intelligence (AI) voice interface for any VOIP-enabled Enterprise infrastructure, with the best application for Multi-Media Contact Centers. Welcome MoneyPenny™**!**

MoneyPenny™ is SIP-trunk based and fully provisioned, thus making it readily available for any VOIP infrastructure at Corporate Enterprises. Among its many applications, it may be used for outbound campaigns, such as surveys, as well as a front-end to any multi-media inbound input.

Imagine you can talk to an extremely intelligent robot that is always polite, ready to answer any of your questions and ultimately connect you to the right resource. This is MoneyPenny™ today! She speaks English and Spanish to start with, with other languages to be enabled very soon.

Even though, MoneyPenny™ has the same voice, she is entirely at your service strictly tailored to your corporate practices and policies, fully customized to your specific scripts and requirements, thanks to our Company's many years of creating unique Contact Center solutions for each and every Enterprise customer.

But wait, there is more! MoneyPenny™ is bundled with a state-of-the-art Speech Analytics, which will allows your organization to record every and all conversations to provide a detailed analysis of every interaction, even after MoneyPenny™ has done her job and the caller was transferred to a live Contact Center agent. LightComm's Speech Analytics engine is available as a stand-alone offering as well – to help your organization to measure in granular details each Contact Center agent's performance and suggest specific areas of improvement, based on a wide variety of configurable metrics.

Please, contact our sales organization to schedule a demo of MoneyPenny™ and to learn how your business can improve your customer satisfaction while measurably saving operational costs.