Extend your Customer Care Hours to 24/7

AwareX Digital Assistant allows you to provide world-class service around the clock - improving customer retention, increasing revenue, and decreasing support costs.

About Us

AwareX is transforming the way Service Providers interact with their customers. AwareX's Digital Customer Engagement Suite currently supports over 8 million end customers in 20 countries, enabling our service provider customers to achieve more profitable consumer and enterprise relationships by reducing the cost of support, increasing add-on revenue, and driving greater customer satisfaction.

We were founded and are led by telecom veterans who are passionate about customer experience and understand the complexities and challenges faced by CSPs in meeting the ever-growing expectations of their end customers. We developed our cloud-native Agora Engagement Platform to enable CSPs to quickly deploy world-class digital journeys - immediately reducing traffic to the call center and delighting customers.

Contact Us

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Digital Assistant

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Business Problem

Many CSPs operate their call centers around common 8-to-5 work hours. This leaves customers with no support for 10+ hours each day and even longer over the weekends.

As a result customers become frustrated, Net Promoter Scores decrease, churn increases and revenue upsell opportunities are missed.

Customers expect their CSPs to provide support whenever they need it and via the touchpoint (app, social channels, etc.) they want to use.

LiLA Digital Assistant

Liberty Latin America (LLA) is a convergent communications service provider serving 7.3 million customers across 20 consumer and 30 B2B markets.

AwareX delivered our Digital Assistant solution, codenamed "LiLA" in 2021 to decrease call center queues and offer around-the-clock support .

Users waiting for a call center agent are offered service via a WhatsApp chat bot.

The chatbot leverages Conversational AI to determine the customer's intent.

LiLA then accesses the information required and provides it to the subscriber.

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Value Proposition

This isn't just a chat-bot – the Digital Assistant uses Agora journeys and API integrations to access real time data 24/7. All customer journeys are supported to ensure that customers can get answers with real data any time, anywhere.

Analytics show how many customer issues are successfully handled using the Digital Assistant, enabling the CSP to fine-tune digital journeys to ensure maximum efficiency.