PolyAI

Make every customer feel heard. Instantly.

At PolyAI, we are focused on fixing your core problem. We don't just build tech for tech's sake.

We set the standard for digital transformation with the only voice-first omnichannel platform built on billions of data points of real voice interactions, ensuring long-term adaptability, innovation, and value-based pricing at scale.

We deploy systems that do the work of thousands of people for the world's largest enterprises. With the help of Agent Studio, enterprises can build their own command center leveraging AI to create authentic customer interactions at every stage of the customer journey.

Why PolyAI?

Deployed in 26 languages across 30+ countries

Trusted by enterprises in the most highly-regulated industries

Thousands of complex real-world deployments

Reimagine your CX with Agent Studio

Choose your own AI models

Don't get locked in with one provider. Leverage PolyAI's proprietary AI models for customer service, or plug into leading LLMs like ChatGPT and LLaMA.

Build once, use anywhere

Get a centrally managed, omnichannel, multilingual, multi-jurisdictional view of every customer interaction in one platform and knowledge base. Build and manage dialogue flows, review interactions, and access detailed analytics and reporting across voice, chat, SMS, and more.

Turn support into a strategic data source

Improve CX and drive operational efficiency with comprehensive analytics. Understand what customers want in real time, and drive better strategic decision making, across the whole organization.

Global enterprises choose PolyAI to deliver results like:

72%
reduction in average handle time for routine requests

83%
faster call routing

187%
ROI on labor cost savings

22%
increase in CSAT during outages

We integrate with some of the biggest names in customer experience

salesforce   zendesk   OpenTable   aws   GENESYS   CISCO

Ready to see for yourself?

Request a demo