



# The world's most intelligent virtual assistants for business

## next IT

### About Next IT and Alme

Next IT has been at the forefront of virtual assistant technology for over a decade. Customer experience leaders including Aetna, Alaska Airlines, Amtrak, United Airlines and the U.S. Army all rely on Alme to provide their customers with remarkable experiences every day.

#### Media contact:

Kevin LaHaise  
Jones-Dilworth, Inc.  
[kevin@jones-dilworth.com](mailto:kevin@jones-dilworth.com)  
413-244-8994

#### Next IT contact:

Jennifer Snell  
Next IT  
[JSnell@NextIT.com](mailto:JSnell@NextIT.com)  
509-242-0767

For more information, visit [NextIT.com](http://NextIT.com)

Alme, Next IT's flagship product, is the most trusted virtual assistant platform. Alme engages users in interactive conversations with an intelligent virtual assistant (IVA) on their channel of choice—anytime, anywhere—allowing enterprises to deliver seamless, personalized service on the customers terms.

## Features & Benefits

<i>Intelligent</i>	
Human-controlled learning	Next IT uses humans in the process of building, grading and maintaining the Alme for Healthcare language model in order to guarantee accuracy and user experience
<i>Versatile</i>	
Adaptable content	Allows for easy editing and addition of new information
Multi-modal / multi-channel	Offers the user flexibility and comfort, allowing them to choose their interaction preference (talk, type, tap) on a smart device, tablet or PC
Multi-language support	Can be programmed to speak and understand other languages and it is only necessary to maintain the English version of the language model, greatly reducing the time and expense of a multi-language solution
<i>Conversational</i>	
Audio response	Provides the user with both written and verbal responses for an enhanced experience and often presents additional content that is helpful/pertinent
Conversation awareness	Delivers a human-like experience with the ability to extract ideas and store them throughout the engagement, providing a richer, more personalized experience



---

### *Proactive*

---

Intent validation & recognition	Allows for proactive questioning back to the user to fully understand intent, which is extremely helpful on the smart device as speech recognition accuracy is generally about 73%
Completing user actions	Saves the user time by completing actions for them as needed, such as clicking a button or filling-out form fields
User escalation	Senses user frustration (based on behavioral rules) and transitions the conversation to another channel or a third party through an exposed API if/when necessary
Seamless escalation	If conversation escalation is required, users do not need to repeat information: the interaction is captured and shared when transitioning between parties
Cross-sell / up-sell	Creates awareness of relevant or relatable products and/or services to address and serve the needs of the individual user

---

### *Helpful*

---

Domain navigation / guidance	Eliminates confusion when the user is trying to navigate or complete online forms, guiding them through content and processes and providing additional support as needed
Cross-app communication	Becomes part of the user's daily life by communicating with other native device functions (e.g., integrating with the calendar on their smart device to schedule an appointment)
Comprehensive reporting	All conversations/interactions are captured, stored and presented in a fashion that can be quickly reviewed to gain insight into interests/needs of the end user

---