

Chat AI

LinkLive Chat AI is a conversational AI solution powered by your knowledge base that automates web chats, accelerates responses, and enhances customer interactions while maintaining efficiency and scale.



**Deliver 24/7
customer support
and outcomes
with LinkLive
Chat AI**



Smarter Chat Interactions

AI agents can touch 100% of conversations, serving as your automated concierge. Conversations can be fully automated, solving simple to complex customer interactions, or serve as the frontend collector to gather information and route with full context to the best live staff. LinkLive Chat AI can act and adapt throughout the conversation, making them ideal for executing multistep work across a variety of systems. Deliver self-service with fast, accurate responses that leverage generative AI and natural language for peak efficiency.



How it Works...

Voice and Digital Agents

Some customers prefer chat, while others prefer voice. LinkLive AI Agents effortlessly assist customers in both channels, all managed within the same system. Conversation designs can be used across both voice and chat conversations, making it easy to mix and match flows.

Trainable, Trusted Chat AI

Train your AI agent to use secure, updated knowledge or tailored prompts for workflows. The AI adapts dynamically in real-time, learning from new info, handling inquiries, managing conversation shifts, asking clarifying questions, or seamlessly passing to a live agent.

Mundane to Complex Conversations

Provide fast responses to routine questions such as business hours or fully automate complex interactions. Agentic AI allows you to connect and act on complex workflows such as scheduling or rescheduling appointments, reporting claims, and verifying accounts or resources.

Real-time Chat AI Translation

Breakdown language barriers with real-time, bi-directional translation in more than 75 languages. Customers can chat in their preferred language, while the AI agent ensures accurate responses.

Seamless Live Agent Handoff & Callbacks

Transfers to a LinkLive or third-party contact center agents with full context preserved including chat summaries and contact details for a smooth hand-off.

Conversation Intelligence

Delivers access to post contact summaries, transcripts, and reporting dashboards for ongoing optimization. Or you can export all the interaction details to your favorite business intelligence tool. Real-time dashboards provide SLA details and current capacity metrics across both automated and live agent interactions.

Customize Your AI Agent

Chat AI can be trained and customized with a name, tone, and personality to reflect your brand. With no minimums required, you pay only for what you use. Mix and match different AI modes – Speech-to-speech real-time AI, IVA or IVR – to ensure that costs remain firmly within your control.



Human-Centric, Ethical, Secure

LinkLive's AI-native platform was built specifically for highly regulated industries. Our encryption and secure data centers have earned the very stringent HITRUST r2 certification—which encompasses over 50 regulations, standards, and frameworks.

More than 1,000 financial and healthcare organizations trust LinkLive to empower efficient customer conversation and transform patient, customer, resident, and member interactions.

Why should you choose LinkLive Chat AI

- Improve handling times and increase first-call resolution.
- Reduce service costs while delivering excellent experiences.
- Improve customer satisfaction scores with fast, personalized, 24/7 support.