VIER

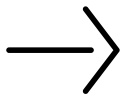→ **Software for customer dialogs**

Benefit from classic ACD
to modern AI-based technologies!

→

VIER is reinventing customer dialog
Customer service from the German cloud

From AI assistants and voicebots to agentic AI – improve customer and user experience noticeably and measurably both inbound and outbound. VIER offers intelligent solutions and products to analyze, assist, and automate your contact-based processes. Designed, made and operated in Germany.

VIER engage
Best cloud-based contact center software for inbound and outbound calls

VIER engage, your cloud-based ACD, provides omnichannel customer engagement. It covers all typical requirements, such as omnichannel routing, SSO, monitoring, screen and call recording, IVR and real-time statistics. Your team works skill based to their full potential in the VIER Unified Desktop.

VIER AI Gateway

Data protection and compliant use of AI models

VIER AI Gateway offers companies safe, transparent, and legally compliant use of generative AI models. Acting as an intermediary between enterprise applications like chatbots, email automation and social media as well as various AI models. It ensures compliance with the EU AI Act and GDPR.

With a uniform API, compatible with the OpenAI interface, existing applications are easily integrated and converted to other models, such as Google's Gemini, if needed.

The VIER AI Gateway offers a comprehensive solution for companies that use AI technology in an effective and legally compliant manner.

> **AI Selector**
> helps to determine the AI model best suited to your application

> **AI Profiles**
> for managering access rights

> **Privacy Manager**
> for automated anonymization of sensitive data

> **Guardrails**
> to ensure legally compliant input and output

> **Precise cost control**
> through forecasting and optimized model usage

> **Transparency**
> in AI Usage, while logging and audit trails ensure traceability of all activities
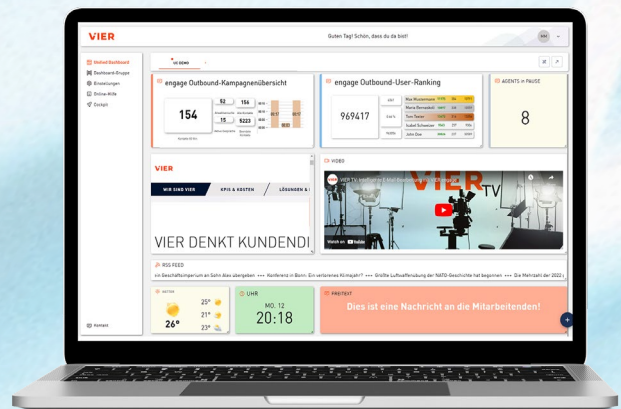
VIER CVG

Automate textbased customer dialogs with voicebots

VIER Cognitive Voice Gateway turns text-based bots into voicebots that speak and listen to callers. Choose your preferred programming languages or conversational AI platforms to develop voicebots for speech and telephone using VIER's integrations and APIs.

VIER Unified Dashboard

Visualization and analysis of business data

VIER Unified Dashboard visualizes and analyzes your business data. It provides easy access to relevant key figures, supports data analysis and pattern recognition, and by doing so facilitates better decisions.

VIER Smart Dialog Voice
Your smart ChatGPT voicebot

By combining speech recognition and speech synthesis with ChatGPT and VIER CVG, it is possible to talk to ChatGPT and star a realistic dialog.

The interface enables automated telephone customer service in unprecedented quality. Just integrate your company's internal knowledge from manuals, user instructions, FAQs, etc. and combine with ChatGPTs real-world knowledge.

VIER Smart Dialog Chat
Your smart ChatGPT chatbot

VIER Smart Dialog Chat is an AI-based chatbot that automatically handles your customer communications. At the same time, customer satisfaction measurably increases. Integrated into the website the chatbot addresses visitors directly, responds immediately and individually, and can resolve many issues at first contact.

Once you have integrated the chat interface into your website and completed the short set-up process, you quickly analyze incoming communication by a variety of parameters.

VIER Copilot
Support your employees with AI-based automation!

VIER Copilot transcribes, analyzes, and documents the processing of calls and emails. IT identifies relevant information, offers recommendations for action, and provides an automated summary of the communication.

The entire process is integrated into a single user interface so that your staff no longer needs to go back and forth between different systems.

VIER Interaction Analytics
Your AI-based speech and text analysis

VIER Interaction Analytics optimizes dialogs, trains employees, and provides valuable insights into your customer service and how your team is handling calls. The software offers a wealth of advantages for both customers and employees and reveals why customers are calling in the first place. Find out how to improve employee training, optimize your online service, ensure compliance with regulations, and boost your quality management.

VIER - that´s why!

Customer service made easy

VIER is reinventing customer dialogue. VIER combines artificial and human intelligence, experience, intuition and innovation. VIER software optimizes contact-based business processes. VIER´s cloud-based, innovative software ensures real dialogue and proximity to the customer. The products assist employees throughout the entire communication process and are fully integrated. The VIER platform's innovative AI solutions offer close customer contact by authentic dialog across all communication channels. VIER technology enables optimal handling of customer interactions.

⟩ **Contact center essentials**
With ACD, IVR, dialer, call recording, and customer service numbers your omnichannel service is ready for your customers needs.

⟩ **The new European standard**
VIER is THE European alternative. Our technology stack for communication, task & dialogue processing is the only complete solution in Europe – including safe data, German Cloud and local contacts.

⟩ **End-to-end**
VIER products assist your employees and optimize the entire communication process – from the very start your customers are reaching out to you, getting into the dialog, being in conversation, post-processing, analysis and reporting.

⟩ **Analyze & understand**
We collate data and analyze it before, during, and after contact. You gain new insights and are perfectly placed to optimize interactions and processes at every point of the customer journey.

⟩ **Safe infrastructure**
Thanks to the German cloud, your capacity is always fully scalable, and your data is always safeguarded.

⟩ **Expertise**
For more than 25 years VIER has combined expertise, experience, in-depth knowledge and market understanding. VIER offers business clients unique end-to-end solutions from a single source - designed, made and operated in Germany.