International Post Corporation

Postal interactive assistant now available to users 24/7

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Pia is the first and only voice assistant in Slovenia that enables natural conversation in the Slovenian language, understanding as many as 12 Slovenian dialects. With an advanced language model tailored specifically for Slovenian users, it ensures fast and efficient communication with customers across the country. With this solution, PoÅ¡ta Slovenije sets new standards in the digitalization of the user experience.

In its first months of operation, the voice assistant Pia successfully handled thousands of calls and proved that artificial intelligence in the postal sector brings concrete benefits. The contact center of Pošta Slovenije receives more than 2,300 calls and emails every day. With the upgrade of the use of artificial intelligence in the contact center, Pia is now available to users 24/7. This means that they can contact her at any time with questions about shipment tracking, services, price lists and general information, regardless of the contact center's working hours.

With the introduction of the Pie voice assistant, users can quickly and easily access information, without waiting in lines or time-consuming searches for answers. Pošta Slovenije thus demonstrates its commitment to innovation and continuous improvement of the user experience.

Source: Pošta Slovenije