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# PoÅ¡ta Slovenije becomes the first to launch a voice assistant at its contact centre capable of natural conversation in 12 Slovene dialects

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PoÅ¡ta Slovenije is introducing a state-of-the-art user help tool at its contact centre: the Postal Interactive Assistant or Pia, a voice assistant based on the very latest AI technology

Pia is the first and so far the only voice assistant in Slovenia that works in normal conversational Slovene, and understands fully 12 dialects of the language. Its advanced language model tailored specifically to Slovenian users provides for fast and effective communications with customers throughout the country. This improves the user experience, reduces the time for resolving queries, and sets new standards in digital communications.

The introduction of the Postal Interactive Assistant or Pia is speeding up communications for customers, while reducing or eliminating unnecessary queuing. Pia helps customers with their queries about shipment tracking status, services, price lists and general information, without redirecting them to other channels (SMS, chat, Viber, etc.). Pia takes data directly from systems (its background is integration with Pošta Slovenije's support systems, a carefully prepared knowledge base, and integration with the website), which eliminates misinterpretations and reduces the chances of error.

At the launch of the voice assistant, Vanja Belec, head of customer care at Pošta Slovenije, said: "By introducing the very latest innovative solutions like the Pia voice assistant, we aim to offer our customers the best possible experience, and to help them get the information they want even faster. We believe this technology will help improve the performance of our contact centre, and increase customer satisfaction. We should highlight that it's an AI solution, which of course is continually learning and improving itself."

The introduction of the voice assistant has simplified the work of staff at the contact centre, and has also reduced their admin workload. Now the basic information is prepared for them in the moment by the AI, while they themselves can focus on the more complex customer queries.

At Pošta Slovenije we are the first to have developed such an advanced solution tailored

to Slovenian customers, which gives us a lead over others. The Pia voice assistant represents a great step forward in our commitment to innovation and excellence of service.Pia is not just a technological innovation: it is the future, combining advanced AI and a human approach, in that it allows for natural and intuitive communications, simplifies everyday work processes, and opens new opportunities for further upgrading the user experience," highlighted Marko Cegnar, general manager of Pošta Slovenije, at the launch of the voice assistant.

With this state-of-the-art solution Pošta Slovenije aims to provide better and faster support to its customers, and to improve their user experience.

Source: Pošta Slovenije



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