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# For the PIA project, they received a gold award at the Diggit conference

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PoÅ¡ta Slovenije received the DIGGIT Gold Award in the category of Artificial Intelligence â€“ Digital Innovations. The PoÅ¡ta Slovenije Contact Centre AI Transformation project convinced the committee by introducing the first voice AI assistant into the contact centre, a comprehensive transformation of the contact centre, supported by artificial intelligence and results that improve the user experience every day, as PIA learns and grows as it learns and grows

The recognition is an important milestone, but also an incentive – to continue to develop services that are smart, friendly to people and accessible to all generations. PIA is proof that modern 21st-century mail can successfully combine tradition and innovation – and bring real value to people through user-friendly AI. At the same time, it also confirms our focus on digital transformation, improving user experience and developing modern solutions for the B2B and B2C environment. Sincere congratulations to all the colleague teams who contributed to this well-deserved victory. Together we push the boundaries!

Source: Pošta Slovenije