

# Virtual Agent

Multilingual AI for Human-Like Support



***Most customer support solutions rely on humans for routine voice interactions, limiting scalability. Sutherland Virtual Agent (Voice) changes this with enterprise-grade intelligence and seamless system integration—creating a "super agent" that delivers consistent, human-like support. Autonomously, 24/7, at global scale. The Virtual Agent connects with internal platforms to fetch data and answer queries in the customer's language, thanks to its multilingual capabilities. Thereby, it escalates only complex cases to human consultants.***

Powered by a coordinated AI agent framework, the Virtual Voice Agent layers connected intelligence with real-time transcription, dynamic response generation, and contextual memory. Multiple specialized agents collaborate in the background—understanding intent, analyzing product or warranty data, and retrieving relevant knowledge—enabling quick, accurate resolutions without human intervention. When needed, the system ensures smooth, context-rich handoffs to human agents for complex or emotional cases.

*Sutherland Virtual Agent (Voice) is designed for:*

- *Global Customer Support Centers*
- *Multilingual Contact Hubs*
- *Enterprises Scaling 24/7 Voice Operations*
- *Customer Experience and Operations Leaders*
- *Businesses Seeking Cost-Effective, High-Quality Service Delivery*

**Human-like support—automated where possible, human where it matters.**

# WHAT CAN VIRTUAL AGENT DO FOR YOU?



## CONNECTED INTELLIGENCE FOR CONTEXTUAL SUPPORT

Deep integrations with CRM and telephony systems enable the agent to draw from customer history and product data—delivering personalized, relevant conversations every time.



## REAL-TIME TRANSCRIPTION AND DYNAMIC RESPONSE

The platform's real-time processing ensures fluent, uninterrupted dialogue through intelligent queuing and contextual memory—keeping the conversation seamless across sessions.



## MULTI-AGENT AI COORDINATION

Specialized AI agents work in concert during calls, tackling everything from intent recognition to knowledge retrieval, reducing resolution times and improving accuracy.



## SEAMLESS HUMAN ESCALATION WITH CONTEXT PRESERVATION

When complexity or emotion requires human touch, the system triggers a smooth, informed transfer—preserving all conversational context to minimize customer effort and frustration.



## OPERATIONAL COST SAVINGS AND SCALABILITY

By automating multilingual, 24/7 support with a virtual super-agent, businesses cut hiring and training costs while scaling support effortlessly around the clock.



Unlocking Digital Performance.  
Delivering Measurable Results.

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