

# Lightbird

*Fusing* human expertise with  
AI for next-gen CX

Lightbird is a global, AI-powered CX company. We empower visionary brands of all sizes to scale their service and create remarkable customer experiences.

## A *full-stack* AI solution



**Custom-tuned generative AI** deploys a dynamic chatbot to engage with customers, using guardrailed LLMs for highly accurate and efficient responses.



**Seamlessly integrate** with all of your systems (Salesforce, Zendesk, etc.), securely linking to your knowledge base.



**Robust privacy & security** through Google Cloud Storage, storing your data with strict encryption and access controls.



**24/7 multimodal chat** offers self-service solutions anywhere when live agents are unavailable.



**Automated ML pipelines** use your data to train our AI, improving answer accuracy and response time for personalized interactions.



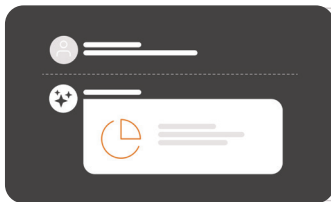
**Tailored strategies by industry** for companies of any size, enhanced by our agents, experts across all fields.

# Empowered agents

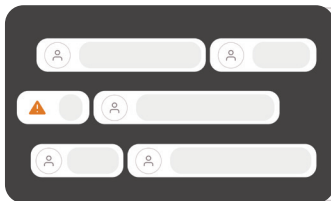
**6k+ live agents** are confidently trained, with seamless handoff from virtual to live agents, contextualized by real-time AI tools.



**Real-time agent assist** leverages your knowledge base for AI-suggested responses, as well as live transcription, call summarization, and more.



**Actionable, live analytics** turns insights into usable outcomes by utilizing real-time data to inform agent training and KPI tracking.



**AI-enabled recruiting & onboarding** fast tracks the hiring process, enhanced by live reinforcement training.



**A customizable manager interface** displays AI-recommended actions, live agent assistance, and comprehensive performance metrics.



Drive down  
AHT



Supercharge  
CSAT



Maximize  
accuracy



Transform  
your support

## Behind the journey

Lightbird emerged to revolutionize the customer experience. With over 20 years of expertise in tech innovation and large-scale operations, our end-to-end solution is creating more connected worlds.

Lightbird.ai



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