ANOVA IT CONSULTING

Anova IT Consulting is a technology consulting firm specialised in the development of e-commerce solutions, training, technical assistance for Public Administrations for the management of technological development and consultancy programmes for digital transformation and business growth.

www.anovagroup.es

DEVELOPMENT OF VIRTUAL ASSISTANTS

Development of **virtual assistants** that combine digital support with human support and static information to offer the best service to citizens, providing the best user experience and a 24/7 service.

Able to attend to more than 15,000 consultations daily with a 97% effectiveness in the responses, and all in real time and with a completely human appearance.

The main **advantages** are as follows:

1. Assistance design is done visually by moving objects in a fundamentally graphical application that allows reasoning according to the ultimate meaning of the user's needs.

2. Capacity for developed dialogue. If it receives complete information about the topic of interest, it will provide the information designed, and if it receives partial information, it will proactively request it using an appropriate dialogue.

3. If the assistant is waiting for a particular dialogue, it is able to remind the user if they go off at a tangent or launch another query by way of a parenthesis.

4. Situations in which the citizen is disappointed by the quality of assistance are minimised, as the assistant almost never responds in a totally unrelated way. If there is no planned response, the assistant can respond by explaining aspects related to the query about which it does have information. In this regard, if the citizen doesn't manage to find the information they want, the assistant will be asked to search for it, and the organisation can rearrange the content of its website to provide this type of information.

5. Quality reports on the performance of the assistant, detailed by dialogue status and by session. These include an indicator table by type of query made to the assistant. Without this type of solution only information related to the duration of the visit, or the pages visited can be obtained; never about whether the website content or information was found by the user.

Scope of smart destination application	Solutions for destinations in the following areas	Type of solution
Technology **Governance**		