



Luna: AI Voice Agent

Your Newest Team Member

Meet Luna, Your Newest Team Member.

Luna is an advanced, human-like AI Voice Agent built specifically for the contact center. Incredibly realistic and highly customizable, Luna is the latest in generative AI and knowledge management innovation by livepro. Luna allows your contact center to scale without onboarding or training new staff and accesses the same approved and compliant information your agents use - making it the most advanced, easy to use and accurate AI solution for voice based customer service.

Problem, Solved

Luna uses the same answers your human team do, is available 24/7 and never has a bad day. By leveraging the best natural language processing and machine learning models Luna can handle call overflows, schedule appointments*, take routine enquiries or provide customer service outside of normal operating hours - all in an incredibly realistic and human-like voice.

Key Benefits

- **Efficiency:** Handles high volumes of calls seamlessly.
- **Accuracy:** Delivers high-quality responses straight from your approved livepro knowledge.
- **Availability:** Operates 24/7 without breaks.
- **Scalability:** Easily scales with business growth.
- **Cost-Effective:** Reduces staffing costs while improving service levels.
- **Improve Metrics:** Reduce AHT and call queues



Why Luna?

Unlike other AI Voice Assistants, Luna is specifically designed with the contact center in mind. The first of its kind to be delivered by a Knowledge Management organization, Luna operates using your existing single source of truth. Don't manage yet another knowledge silo - deliver natural language AI phone answers to your customers that combine the best in AI, CX and Knowledge Management innovation. Luna by livepro is able to

handle anything from a handful to thousands of calls simultaneously, adapting to your contact centers needs. As livepro is the market leader in Knowledge Management, selecting Luna as your AI Voice Agent solution ensures that answers given to customers are accurate, compliant and consistent; best of all, the setup is easy. No lengthy projects requiring multiple teams, simply use your existing knowledge, configure your Luna's name, voice and tone to match your brand and start delivering AI Voice Assistance to your customers.

Key Features

Highly Customizable

Choose your AI Agent's name, voice and greeting. Luna can be customized to suit your organizations brand identity.

Approved Answers

Luna is completely customized to your organizations policies and data - providing only approved answers, free from misinformation.

Easy Governance

Luna utilizes livepro's advanced permissions and governance features to serve only the answers you want available to customers.

Human-like Calls

Luna uses advanced natural language processing & machine learning models to make for incredibly human-like interactions.

Easy Deployment

Get started right away with your existing knowledge. Our API-first approach allows for integration into your other existing systems.

Always Advancing

Like any good AI, Luna improves over time. We're always improving the model to provide increasingly helpful & human-like responses.

Real Time Updates

Luna is always up to date and accurate. Changes made to knowledge are reflected instantly for customers calling Luna.

Guardrails

Rest assured, Luna has strict guardrails in place to keep conversations professional and on topic.

Handovers*

If enquiries require a human-touch, Luna is able to handover to your agents with ease.

Multilingual*

Luna recognizes the language your customer speaks and automatically switches from English to your customers native tongue.

Single Source of Truth

Break free from knowledge silos. Use and manage one knowledge source to deliver answers via AI Voice Assistant.



Use Cases



Healthcare

A medical imaging network can utilize Luna to answer questions about required preparation for procedures, clinic hours, bookings & billing 24/7. This offers patients accurate, empathetic & human-like support no matter when they need to call. livepro's HIPAA-compliant design ensures patient data is secure, and allows healthcare providers to enhance accessibility, patient satisfaction, and operational efficiency without compromising confidentiality.

Local Government

Luna ensures citizens receive help even after office hours by answering queries about council services, permits, and events 24/7. Whether it's checking library opening hours or accessing information on waste collection schedules, Luna provides timely, accurate responses when human staff are unavailable. With multilingual capabilities, Luna ensures inclusivity, enabling all citizens, regardless of language, to access essential information effortlessly. Residents no longer need to wait until morning to address their concerns, improving overall satisfaction and trust in local government. By handling repetitive inquiries after hours, Luna reduces pressure on staff while maintaining seamless service availability.

Insurance

Luna helps insurance providers enhance customer experiences by guiding callers through claim submissions, policy information, and coverage inquiries. Its intelligent voice capabilities deliver precise answers quickly, while complex cases are escalated to agents. Luna supports organizations needing to scale up or down efficiently, helping manage fluctuating call volumes during peak times. By reducing first-call resolution (FCR) rates and average handle times (AHT), Luna improves operational efficiency and ensures a smoother customer journey. Insurance companies benefit from consistent, cost-effective service that strengthens customer trust and satisfaction.

**Call handovers, multilingual and appointment scheduling available upon request*