LANGUAGE TECHNOLOGIES

"Tilde" is one of the leading European language technologies and translation companies offering smart virtual assistant platforms and speech technology solutions for the improvement of customer support and efficiency.

AI-POWERED CHATBOTS

Uninterrupted customer service in any channel, language and format – text, voice, image

VOICE RECOGNITION

Allows the receipt of transcripts, facilitates document preparation and automates customer support

SPEECH SYNTHESIS

Converts any text to a listenable format and automates communication with clients

SUCCESS STORIES

[MOU1]I needed to change the structure

INTELLIGENT CHATBOTS

Tilde has developed more than 20 virtual assistants, who send more than **12, 000** messages to customers all over Europe on a daily basis

MORE EFFICIENT WORK PROCESS

Virtual assistant Signe improves the work efficiency of customer service employees of the **Latvian State Radio and Television Centre** by 20%

HELP IN CRISES

At a time when in-person consultations are not available, the AI chatbot of the **Latvian State Revenue Service**, Toms, makes customer service possible

ROBOCALLS

Tilde has developed the first commercial voice synthesizer in the Latvian language for the entertainment company **Tet**. It will be used for robocalls in Latvia

CONTENT ANALYSIS

Media monitoring and market research company **Kantar TNS** uses Tilde speech recognition technology in Lithuania and Latvia to analyze audiovisual media content

SPEECH RECOGNITION

Customers can submit **Latvenergo** meter readings by voice – they are recognized, transcribed and stored in the system thanks to Tilde ASR technology

Mārtiņš Sūna
Artificial Intelligence Business Developer
+37128345805
martins.suna@tilde.com

> "Chatbot is able to provide short and concise answers to a variety of customer questions that are sufficient to clarify operational aspects of a particular institution, thus allowing employees to focus on other, more complex tasks."
>
> Harijs Ozols
> Head of the Information Technology Department at Latvijas Banka