

Ask an Expert (AAE) by Viamo

Empower Your Audience with Personalized Answers in Real-Time



Generative AI-powered Advice through Voice Calls

Ask an Expert (AAE) by Viamo is a voice companion that responds to questions asked by your audience with personalised answers and advice spoken back to them. All of this works over a voice call; no smartphone or internet is needed. AAE is powered by Generative AI (GenAI) yet generates each answer exclusively on your source material for 100% accuracy.

AAE is the perfect consumer engagement solution to empower your audience with personalised and fully accurate answers and advice in real-time and at scale, over voice calls.

WHY CHOOSE ASK AN EXPERT BY VIAMO?

Available 24/7 & Accessible Offline

Available to your audience whenever they want. No wait time, no out-of-office hours. Works via voice calls, no need for smartphones or internet. Makes it truly accessible to audiences with limited internet access or out of credit.

Natural & Engaging Experience

Voice interaction feels intuitive, making it easier and more enjoyable to use. No typing, reading, or navigating complex menus.

Instant Personalized Answers

Users receive personalized answers tailored to their specific needs and context.

Multi-Language Support

Covers diverse languages, including English, French, Portuguese, Kiswahili, Hindi, Arabic, Urdu, Amharic, Spanish, Persian/Farsi/Dari, Pashto, Somali, Nepali, and major Indian languages.

Actionable Customer Insights

Captures real-time user questions and concerns and provides rich data on trends, needs, and behaviors. Just like social listening, but now inclusive of offline audiences.

Cost-Effective

Customizable product that leverages your source material and Viamo's voice infrastructure and telco partnerships. No greenfield tech development.

How AAE by Viamo Works

Users Ask a Question	AAE generates a response	Personalised Response Delivered
via a voice call, in their language.	identifies the intent behind the question and generates a personalised, contextualised response based on your source material.	spoken back to the user in real-time and delivers a contextualised response in real-time.

Industries & Use Cases

Call Centers	Finance & Financial Services	FMCG Companies	Agriculture	Education	Healthcare
Handle high inquiry volumes efficiently, reducing wait times and improving customer support.	Deliver financial literacy, banking assistance, credit management, customer onboarding, loan repayment reminders, fraud prevention, and personalized financial advisory services.	Drive consumer engagement through interactive product education, promotions, recipe recommendations, and loyalty programs.	Support farmers with crop care, pest control, and weather updates.	Offer teacher training, student learning support, and career guidance.	Provide medical guidance, maternal health, and nutrition advice.

Customer stories



Ready to Transform Engagement?

Contact us today to implement Ask An Expert

For more details:

Email: info@viamo.io