

Meet Mosaic

Mosaic enables automated digital conversations across all channels, orchestrated with our experts or on your own. Build once, deploy everywhere.

Benefits of Mosaic

Digital Conversations Powered by AI

Mosaic allows for your consumers to dynamically automate conversations with your brand leveraging intelligent virtual assistants and digital messaging capabilities.

Any Size, Any Market

Enterprise-grade performance backed by industry expertise, regardless of industry or company size.

All Channels

Automated conversations across voice and digital channels.

Fast and Easy

Cloud technology provides fast and easy solution activation, so you're up and running quickly.

An increase in self-service automation of just 3 percent saves one brand

\$1M
per month.

Customers expect **exceptional, flexible & personal** experiences. Mosaic delivers.



60%

Want easier access to self-service solutions



64%

Expect to receive real-time assistance



75%

Prefer personal interactions, not necessarily with humans

The Mosaic Value Proposition

Intrado has dedicated more than 30 years to technology advancement, end-to-end contact center management, and comprehensive professional services that go into your exceptional user experience.

Improve Customer Experience and Loyalty

Personalized, easy experiences across all channels for your customers – it's like having your best employee engaged on every interaction to answer questions and facilitate transactions.

Reduce Your Costs

Automate more interactions with your brand and avoid the need for live agents. Conversational AI allows you to automate more than ever before.

Generate More Revenue

Make it easier for your customers to buy, upgrade and expand their wallet share with you.

Speed to Value

Cloud technology provides fast and easy solution activation, maximizing business value.

Experience that Guarantees Business Outcomes

Trusted partner with 30 years CX experience, proven strategies and pre-configured applications.



**What if customers came to you with an issue, then walked away feeling valued & connected to your brand?
That's where Mosaic comes in.**

Rules-based, fixed hierarchy bots

AI-powered virtual agents



Robotic, pre-recorded voices

Human-like text-to-speech generated "on the fly"



Clunky speech transcriptions requiring regular tuning

Auto-tuned, AI driven speech



1-to-many type of experience

1-to-1 personal experiences, enhancing customer loyalty

