

Ida AI Digital Assistant

Transform How Your Organization Interacts with Enterprise Data



ORACLE | Partner

At Virginia Community College System (VCCS), phone volume decreased by 40% and email volume decreased by 60% after implementing Ida, allowing support staff to focus on more complex student needs.

Let Ida revolutionize how your organization interacts with enterprise systems. Powered by multi-level AI intelligence and human-guided learning, Ida delivers personalized, accurate responses while maintaining enterprise-grade security. From student inquiries to employee self-service, Ida provides 24/7 intelligent assistance that reduces support costs while improving user satisfaction.

Enterprise-Grade Features

- Seamless integration with PeopleSoft, Oracle Cloud, ServiceNow, and Microsoft systems
- Built-in compliance and security controls
- Role-based access and personalization
- Automated satisfaction surveys
- Live agent transfer capabilities
- No-code configurations
- Comprehensive analytics and monitoring

Proven Results

99.988%

Faster than typical help desks (per Gartner)

\$18+

ROI per interaction

3 WEEKS

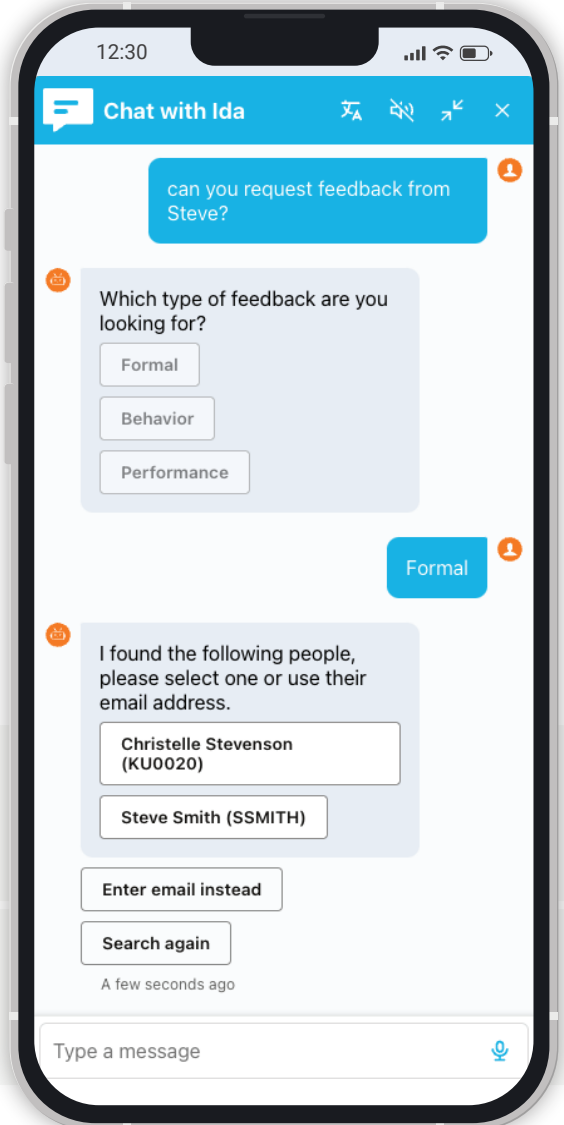
Up and running

100+

Languages supported

ZERO

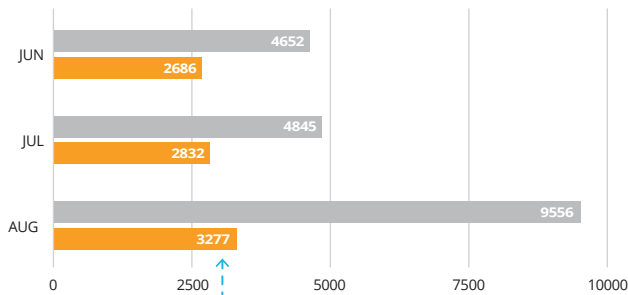
Personal data (PII) in the cloud



Less hold time, more happiness!

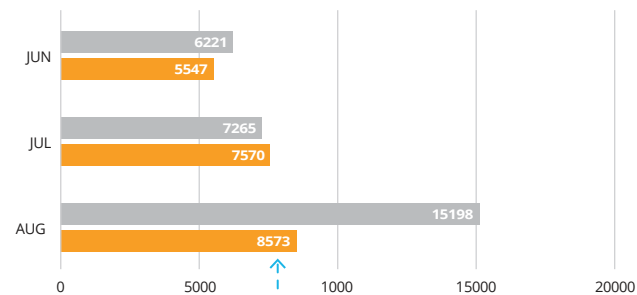
Before After
actual customer data

Email Volume Comparison Before vs After



The Ida Effect

Phone Volume Comparison Before vs After



Beyond Chatbots: The AI That Serves Your Enterprise

Intelligent Data Access with Advanced AI

Ida combines specialized knowledge bases with generative AI to deliver unprecedented accuracy. By learning from your organization's data and processes, Ida provides contextually relevant answers that go beyond simple FAQ responses.

AI Agent Capabilities

Long before the term AI Agents, Ida was accessing enterprise resources, pulling up data and executing transactions inside enterprise systems. Unlike traditional chatbots, Ida seamlessly combines conversational interactions with business processes. Users can naturally switch between asking questions and completing structured tasks.

Who Benefits from Ida?

Students

Deliver 24/7 support for common student inquiries about grades, registration, financial aid, and campus services. Ida can handle everything from simple questions to complex multi-step processes, providing consistent, accurate responses that reduce wait times and improve student satisfaction.

Customized to Your Organization

Every organization has unique terminology, processes, and requirements. Ida adapts to your specific needs, learning your organizational language and workflows to provide precisely tailored responses and actions.

Enterprise Security with Real-Time Access

Access enterprise data securely while maintaining complete compliance. Ida's role-based security ensures users only see information they're authorized to access, with all interactions fully audited and tracked.

Faculty & Employees

Empower employees with instant access to HR information, IT support, and administrative processes. Ida streamlines common tasks like submitting time-off requests, accessing benefits information, and managing team data, while ensuring compliance with organizational policies.



Ready to transform your organization's digital experience?
Contact us today for a personalized demo of Ida in action.