

## Clarasys partners with Boost.ai

**London, 15 February 2023** – Today, international experience consulting firm [Clarasys](#) announced a new partnership with the leading conversational AI platform [Boost.ai](#). The relationship between the businesses will help bring conversational AI to more customers in the UK and enhances Clarasys' customer experience capability while marking the start of a new channel-focused approach to business for Boost.ai.

Boost.ai's virtual agents improve customer enquiry resolution rates through efficient and user-friendly customer self-service. As a result, the AI-powered agents consistently see resolution rates of 90%+ and have a proven and rapid return on investment.

Through this partnership with the experience consultancy, Clarasys, Boost.ai can offer its services to a wider variety of clients. Clarasys' digitalisation and transformation expertise will enable clients to enhance the customer experience at every stage of the journey to strengthen conversion and build loyalty with customers.

Clarasys and Boost.ai share a vision for creating value for their customers through improved customer service. Boost.ai seeks to achieve this through conversational AI, creating efficient customer inquiry channels, and freeing up internal resources to be used where they are most valuable. Clarasys strive to accomplish this by advising clients on industry best practice and by partnering with the best technology vendors on the market.

Clarasys and Boost.ai enter this partnership with a proven track record in their respective industries. Boost.ai's virtual agents are already in use in nine of the ten largest Nordic banks, and Clarasys have had enormous success with organisations like Crimestoppers and the RSPCA.

Richard Hibbert, Customer Support SME, at Clarasys, stated, "We are always looking for new ways to improve experiences for our clients, as well as our clients' customers. Our partnership with Boost.ai allows just that, as we can build on our expertise in advising on and delivering exceptional customer-centric transformation and customer service automation. Together with Boost.ai, we will build enhanced customer strategies and deliver innovative and modern customer experiences."

Sanjeev Kumar, VP of EMEA at Boost.ai, said, "We're incredibly excited to be entering into this partnership with Clarasys and having the opportunity to provide our service to more customers looking for scalable automation in customer service and internal support. Times are changing, and customer service needs to change with it. With Clarasys' deep customer and consultancy knowledge and our cutting-edge solution, we see this being a fruitful and successful partnership."

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For more information, please contact

Boost at: [boost.ai@resonancecrowd.com](mailto:boost.ai@resonancecrowd.com) or call 0208 819 3170.

Clarasys at: [info@clarasys.com](mailto:info@clarasys.com) or call 0203 176 6150

### **About Clarasys**

Clarasys is a fresh and exciting consultancy with over 200 consultants working across a range of industries including, media and information services, public sector, healthcare, not-for-profit, professional services, financial services. We are a dynamic and refreshingly pragmatic customer-focused consultancy solving our clients' customer pains at the pace their businesses demand.

Everything we do at Clarasys is focused on creating engaging, smart-working and connected experiences that increase efficiency and dependability, loyalty and reward. We innovate and improve end-to-end experiences in workplaces to help employees achieve more. Experiences that bring businesses together, enabling them to collaborate and expand. Experiences that successfully serve customers, helping brands' reputations grow. And experiences in government services that help citizens live well.

### **About Boost.ai**

Boost.ai specialises in enterprise-grade conversational artificial intelligence (AI). Inventor of the world's most scalable conversational AI platform, Boost.ai empowers enterprises to automate customer service and internal support channels, enhance human efficiency and drive revenue with proprietary self-learning AI and a no-code solution that's quick to deploy, easy to learn and highly scalable. Able to handle unlimited intents while consistently maintaining resolution rates of above 90 per cent, virtual agents developed on Boost.ai's platform are used by companies like Telenor, DNB, and Silvercar by Audi, to successfully automate thousands of interactions daily.

Boost.ai is a privately held Norwegian software company founded in 2016 and part of the Nordic Capital portfolio, a leading private equity investor. It is headquartered in Stavanger, Norway, with offices in Los Angeles, Oslo, London, Stockholm and Copenhagen.