



AI Assistant Meets AI Agent

Meet Sidd, Laivly's easy-to-manage AI agent for contact centers. Give it instructions and watch it take action. Support your team, automate your workflows, and do it all with your existing tech stack.



Sidd duo[✦]

Sidd Duo is an easy-to-configure, multi-channel agent copilot that delivers agent guidance, transcription, analytics and operational management.

Support your agents with Sidd's real-time guidance, automated case notes, and cross-system research. Sidd also drafts on-brand, intent-driven responses, helps with policy enforcement, and more—all while gathering actionable insights into both agent and customer behavior.

-  Guides agents with proactive scripting and reminders
-  Speeds up post-call work with Sidd-drafted, on-brand case notes
-  Improves call cognition with real-time summaries and transcripts
-  Monitors emerging customer trends and topics with instant reporting
-  Uncovers workflow issues and coaching points with agent analytics

Sidd solo[✦]

Sidd Solo acts as an independent AI agent, accessing your tech stack virtually to perform tasks, answer questions, and facilitate self-service in any channel.

Sidd takes action on customer interactions, performing order look-ups, cross-system research, and other complex workflows independently, from start to finish. When necessary, Sidd consults with human agents—rather than abruptly handing off cases.

-  Delivers end-to-end resolutions without human intervention
-  Comprehends context and intent of written and verbal communication
-  Clicks, navigates, searches, and interacts with anything onscreen
-  Crafts on-brand, on-policy responses with the right tone and empathy
-  Tracks granular insights to inform process or performance improvements



Sidd studio[®]

Configure the Possibilities

Sidd Studio, Laivly's intuitive no-code platform, puts control firmly in your hands to design, deploy, and manage Sidd solutions tailored to your business needs in minutes.

With an intuitive interface, Sidd Studio enables you to easily create and deploy Sidd AI agents into your current workflows, to support your agent teams, or to work independently.



Create and configure custom AI agents for your specific operational requirements—no IT or coding required.



Organize agents into user groups based on channel, location, or other criteria and target groups with relevant features, guidance, and insights.



Instantly adjust agent guidance, scripts, workflows, and automations for consistent rollout across channels and users.



Gain immediate visibility into CX analytics with actionable data and reporting for continual performance improvement.

