

VOXO

Smart insights from conversations

What if someone could answer all the questions you have about your clients?

What are their needs, what do they love,
what are their pains, why are they buying,
why are they complaining and why are
they leaving you?





Or if someone could give you insights and answers from all your business meetings?

What was said in that team meeting a month ago, with the potential startup last spring or what was agreed on the last strategy meeting?

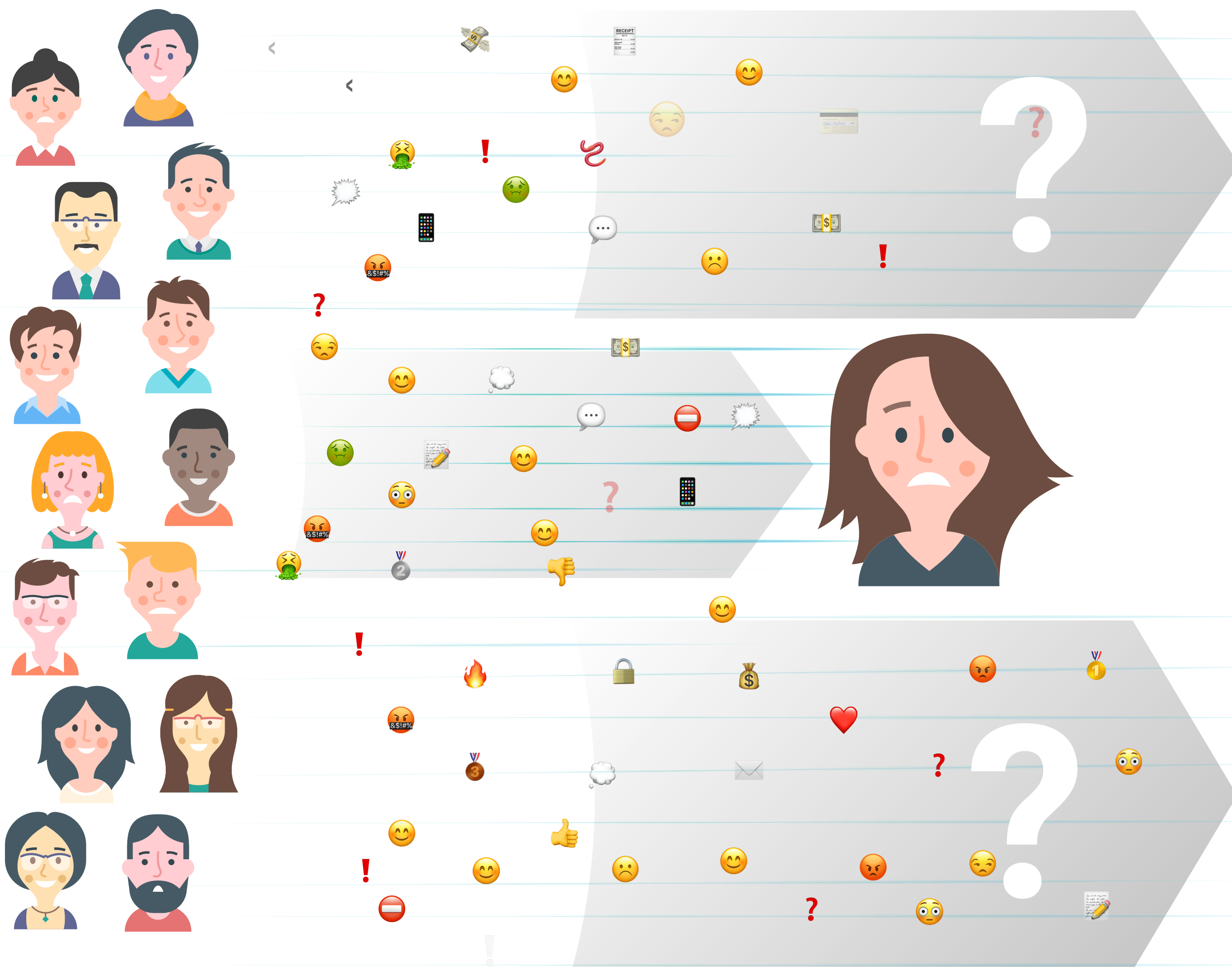


Let us tell you

Getting the right information at the right time is key for every organization. We give you all the answers **in real-time** with no additional effort from your customer operations.



The majority of all conversation insights today is **lost**



Sales, Marketing & Product

- **Low insights in what customers express and need**

Customer Service and Support

- **High workload and many repetitive calls that could be avoided**

Management & Operations

- **High personnel cost and expensive internal processes**

Voxo - a virtual department processing every conversation

VOXO Assistants



Here is the full documentation & summary



Let me show you the stats



What do you want me to look for?



Here's the results from the quality control



Here are our happy and sad clients



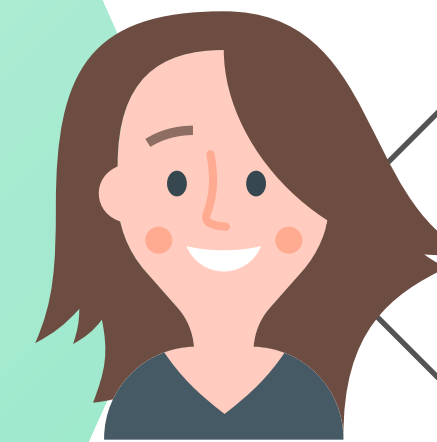
Reports? I'll do that for you.



I'll delete all files after 90 days.



Alert: There a lot of calls about this issue right now!



Sales, Marketing & Product

- Complete customer insights
- Realtime data for all departments
- Better user knowledge

Customer Service and Support

- Reduced workload by diverting calls to digital channels
- Less repetitive calls

Management & Operations

- Better data for efficient staffing
- Reduced time spent on internal processes
- Actionable reports

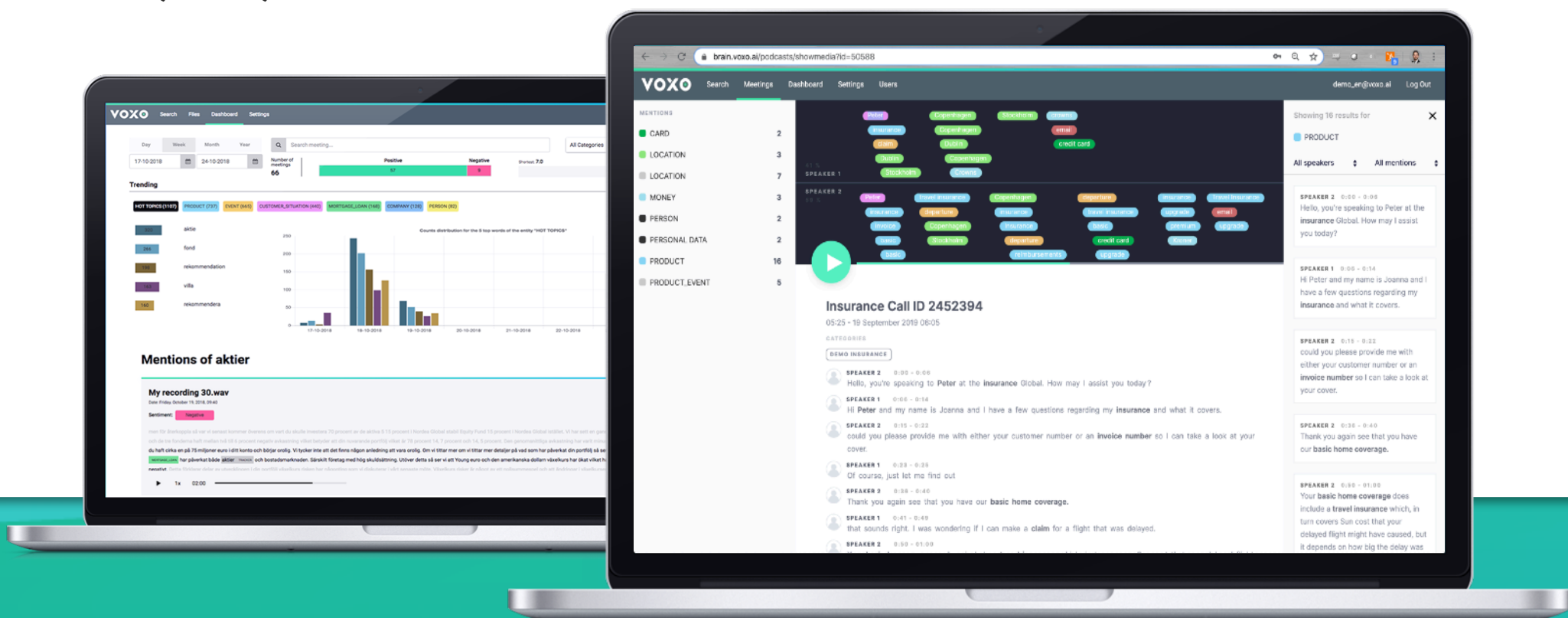
Insights from all conversations - digital and physical



Make insights easy - Analyze all your conversations

- FULL DOCUMENTATION
- SEARCHABLE MEETINGS
- AUTOMATIC SUMMARY
- USE EXISTING RECORDINGS, PHONE CALLS AND MEETINGS
- ANALYZE ALL CHANNELS: VOICE, TEXT, CHAT & EMAIL

- IDENTIFY TRENDS IN REAL-TIME
- SENTIMENT ANALYSIS
- ON-PREMISE & ON-CLOUD
- REALTIME ANONYMIZATION



- AUTOMATIC LANGUAGE RECOGNITION
- MARKET-LEADING ACCURACY
- AUTOMATIC LANGUAGE RECOGNITION
- ADAPTABLE LANGUAGE ENGINE / LIVE & BATCH
- ON PREM / LOCAL / GLOBAL HOSTING



API Services

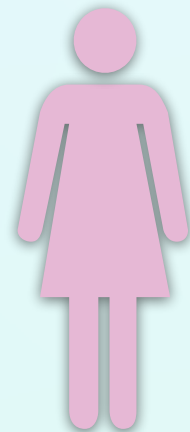
- SPEECH RECOGNITION, NLP, NER etc.
- WELL DOCUMENTED AND EASY TO SETUP
- CONFIGURABLE FOR SPECIFIC USE CASES
- EASILY INTEGRATABLE



Our insights enable clients to accomplish vital improvements

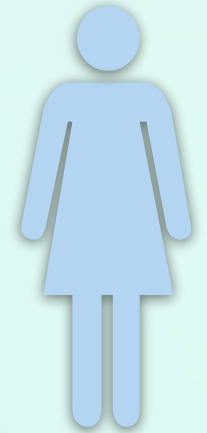
The benefits we create for our customers:

- It's difficult to identify and quantify information and issues from large volumes of customer interactions.
- There is a lot of recurring questions and calls which we should be able to redirect to digital channels or be avoided at all.
- There are a lot of elements and tasks in both customer service and telemarketing that can be streamlined and fully automated.



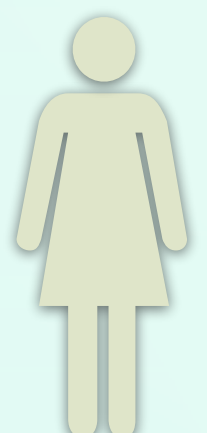
+100%

Turnaround of calls
After one month with Voxo, the turnaround attempts doubled in the organisation.



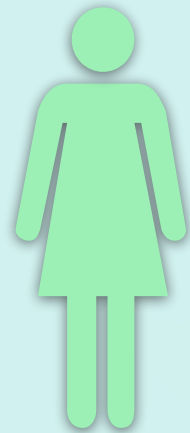
-30%

Reduction of incoming calls
After 9 months, the client saw a 30% reduction of incoming calls that could be traced to the Voxo collaboration



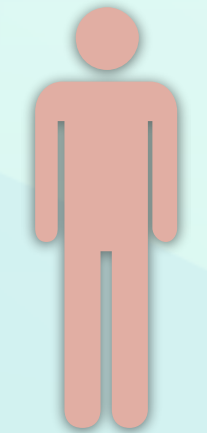
+>100%

Increased redirection of calls to digital channels
After 3 months, the client reduced the amount of calls by referring calls to digital channels



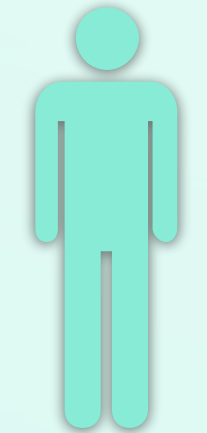
-93%

Reduction of cancellations
After 6 months, the client saw a 93% reduction of the returns on sales calls



-84%

Reduced time spent
Within the first month, the client reduced time spent on internal processes such as quality control and co-listening with 84%



+60%

Increased accuracy of topics
Within the first three months, the client increased their categorisation accuracy with 60% in comparison to categorisation by human operators

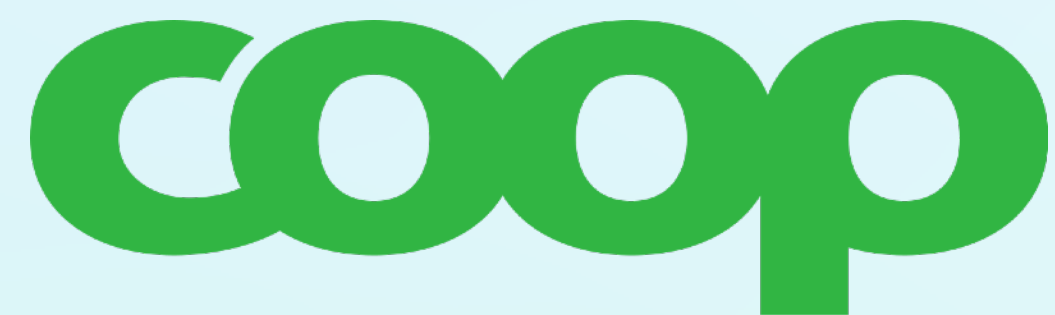
Selected Clients



Awards & Funding



Conversation intelligence - the new **must have**



By using the Voxo platform we get insights from our customer service operations in realtime. Combined with weekly reports we can then transform these insights to actions which is a really powerful tool to truly understand what our customers express, what they need, and which problems that they encounter both in our digital services as well as in the physical stores

Fredrik Engzell
Head of Customer Service



Having access to fresh data has made a huge impact on our work. It enables us to quickly communicate customer opinions and provides businesses with prompt feedback on any changes they make. We believe that the fresh data is the best and provides us with a deeper understanding of the interactions between customers and businesses.

Josefin Jinnestrand
Head of Customer service & Operations

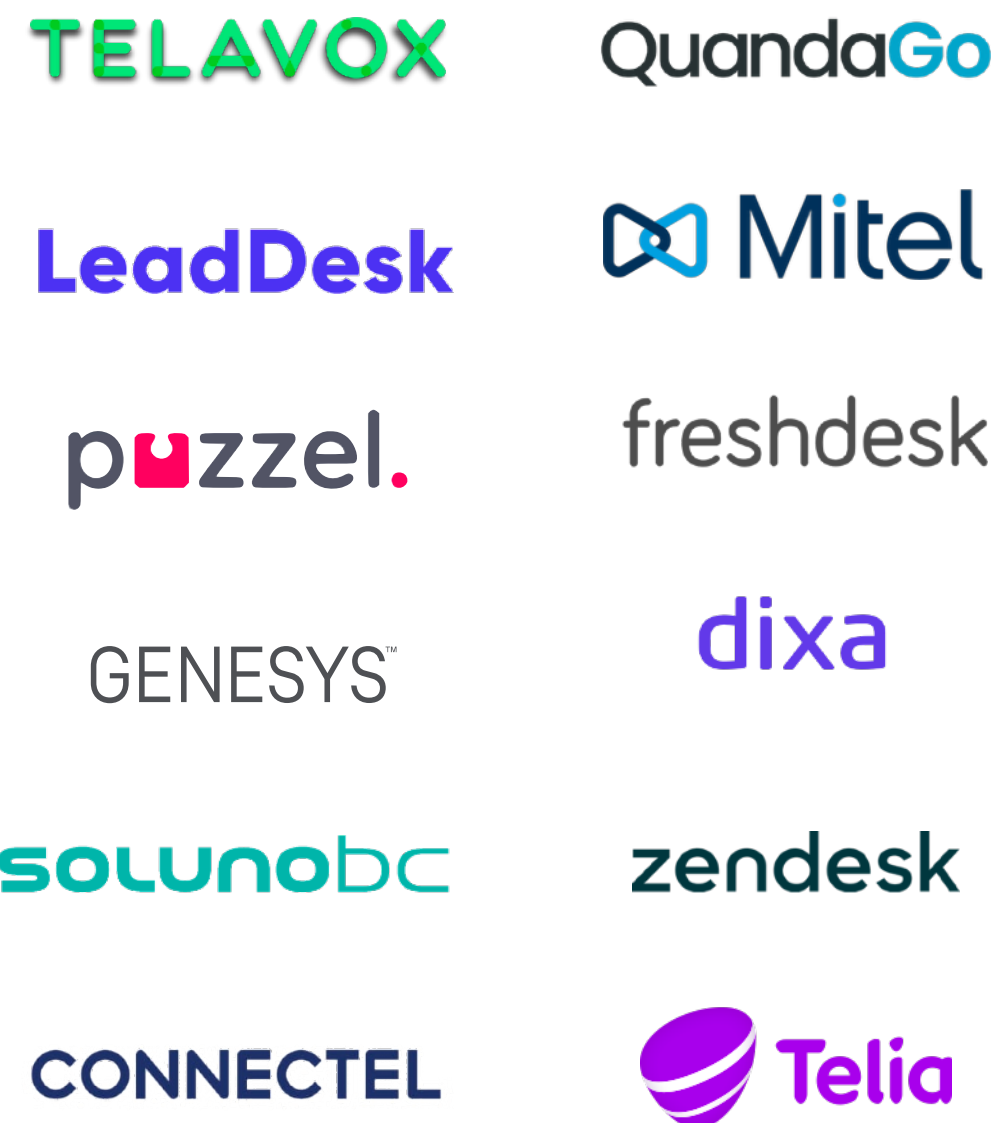


Voxo has enabled us to quickly decide whether a sale has gone correctly and spot patterns among salespeople, reducing the number of resources needed by 50% in just 3 months. The transition to using Voxo was seamless, with no road bumps, and we were up and running in two weeks. We are thrilled with the results and excited to see the system continue to evolve and become even smarter.

Joel Svensson
Head of Customers and Logistics

Growing together with our partners

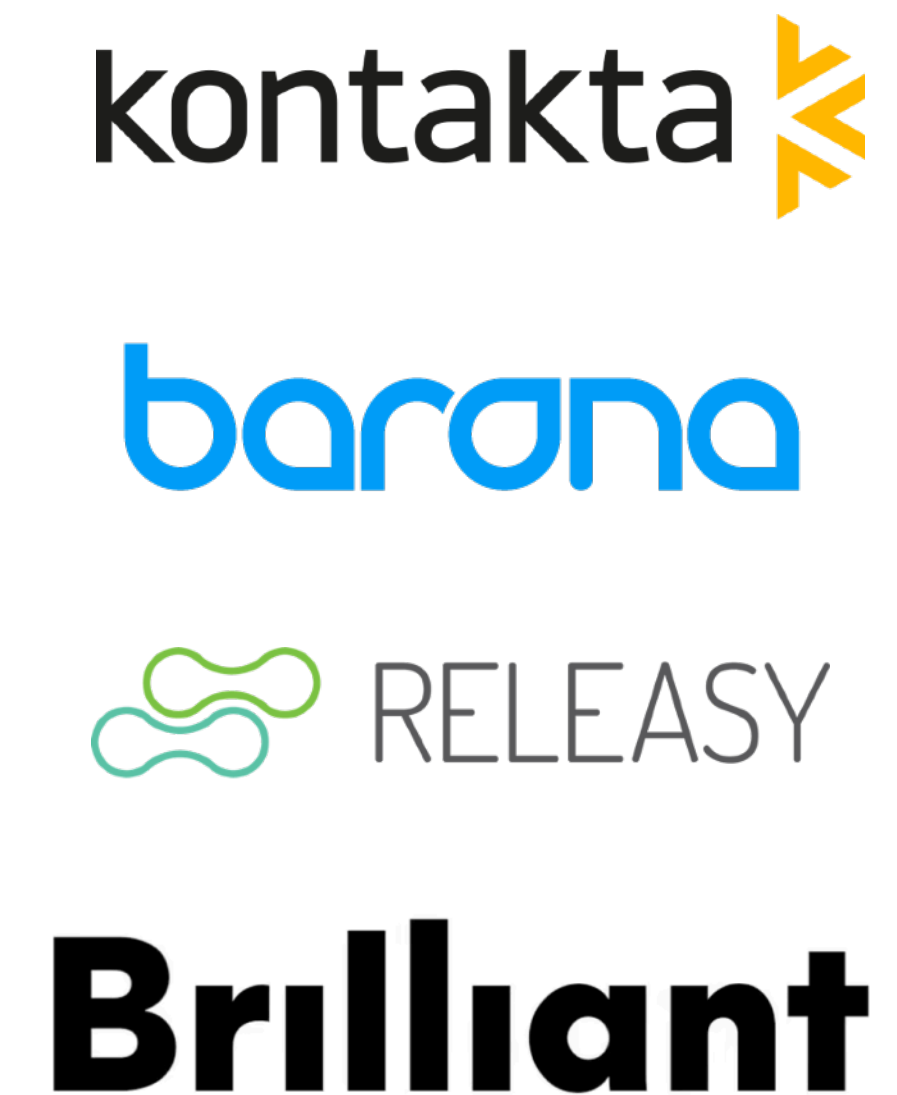
Telecom Platform providers



Technology providers



Collaborative Partners





Easy to use - powerful under the surface

Keyword
Accuracy*
94%

Categorization
Accuracy*
93%

Platform & Interface

Realtime platform

User friendly web & mobile user interface built with modern web technologies

Core Services

Core services and APIs

REST-API:s that are easy to integrate with enterprise platforms. Deployable on-premise and on hybrid-clouds.

Voice technology

Voice & Language technologies

Proprietary Speech-to-text, Text-to-speech, Self-learning dictionaries and language technologies

Analytics

Machine learning and neural network based models

Models for clustering, text classification, sentiment analysis and Named Entity Recognition

AI & Conversational Technology

AI & Conversational Technology

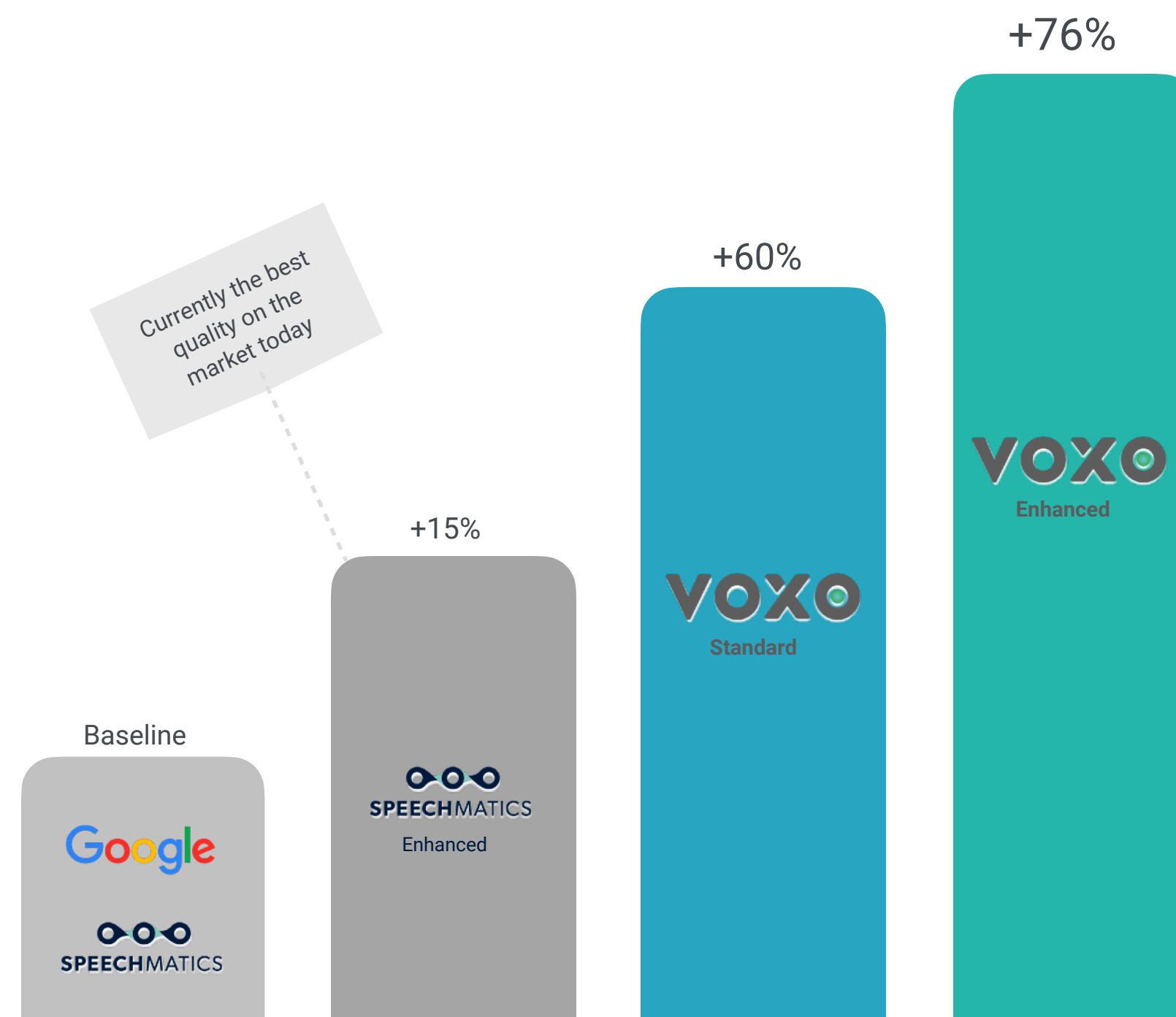
Proprietary Intent and conversational logic, realtime conversational engine

* Measured in samples taken from 1000+ calls in 2022

Unmatched speech technology in the Swedish language

To support the demands of our clients today, we have developed our own speech-to-text engine which outperforms the market-leading solutions today with more than 50% improvement* in reduction of errors on Customer conversations.

These advancements in Swedish language technology has been made from years of R&D as well as long collaborations with the academic industry which has enabled us to use the European HPC / supercomputer clusters for training models.



EuroHPC
Joint Undertaking

RI
SE

ENCCS
EuroCC National Competence Centre Sweden

* Measured on real Customer calls from multiple industries in 2022

voxo.ai