Voice AI - Uncover Actionable Insights

Vision With Action That Makes Human-like Conversation A Reality

Zero waiting time with faster, accurate & personalized 24 x 7 support **Let your customer not just speak but be Heard** in your contact center! With easy to use and available at all times Voice AI, deliver immediate value and provide delightful support and experiences.

Ignoring customer support red flags can be enormously costly

It's time to take ACTION, if your customers are facing multiple challenges and poor experience like:

- Long waiting time
- Frequent call drops
- No real-time resolution to queries
- Poor first call resolution rate
- Lack of context retention
- Lack of interruption handling

We live in a digital age of customer experience where customer experience begins even before customers start engagement with the brand. Engagely.ai adds one more efficient touch point for your customer support experience's corridor- **Voice AI**

The results will amaze you

60%	42%	20%	45%
Improved customer satisfaction	Improved query resolution	Improvement in NPS	Reduction in operational cost

Words may inspire but only *ACTION* creates the change

Automate your Inbound/Outbound calls

The smart voice assistant can accommodate multiple inbound and outbound simultaneous calls ensuring Zero Waiting Time for customers.

Customized support

The bot delivers vigilant attention to each customer query and establishes an intimate bond between the brand and its customers.

Time - Zero waiting time with real time processing

The Voice bot handles multiple queries at the same time with zero waiting time.

Intent recognition

The bot uses cutting-edge Natural Language Processing (NLP) to understand complex statements instead of just "yes" or "no" responses, therefore enhancing customer experience.

Operational Cost Reduction

Voice AI transforms your business holistically and helps your business drive high revenue & growth while reducing operational cost.

New-age Agent

The smooth transition of the queries from the bot to agent with context retention elevates the overall customer support experience.

The story doesn't end there, there's still a whole lot more to it...

The other benefits of embracing Voice Automation includes but are not limited to:

Quick Query Resolution Guaranteed

The wide knowledge base and vast pool of customer journeys empower the Voice AI to handle even the most complex queries with ease and precision.

Dialect & Accent

Engagely.ai's powerful NLU engine makes it capable of understanding and responding not just in global languages but also understanding the local dialects and accents.

Real Time Listen While Speaking

The only voice bot that supports free-flow conversations is here! User doesn't need to wait till the bot completes its sentence, Engagely.ai's unique feature allows it to pause, listen, understand and respond while speaking.

Banking-grade Security

Engagely.ai platform follows robust banking grade security standards and thus, helps businesses boost business confidence and growth.

Mitigate Call Drops

In case any of the calls drop off, Engagely.ai can reconnect and retain the call where it was disconnected.

AI Based Rich Data Analytics

Voice to text transcripts post calls helps in deriving behavioural patterns and profound customer insights from a vast pool of user data and history.

The bigger buckets of Voice AI use cases applicable across industry verticals

1 Lead generation

2 Customer feedback

3 Customer support

4 Notifications and reminders

5 Up-sell and cross sell

6 Cross channel communication

Why Engagely.ai

- Contextual conversations
- Passionate team with domain knowledge
- Banking grade security
- Customer success approach
- Lightning fast Go-Live
- Easy creation with no code builder platform
- Seamless CRM Integration
- Reliable and Secure
- Conversational Knowledge Base

▶ **Seamless integration with your enterprise eco-system of CRM'S and software using API'S**

Microsoft Dynamics 365 | salesforce | ZOHO | zendesk | freshworks | ✦ | ┼┼┼ | 🎧 | 💬 | and many more...

▶ **Deployment as per your preference i.e. cloud, on-prem or hybrid**

☁ Cloud   🗄 On-Prem   🖥 Hybrid

Present in 10+ Countries I Trusted by 150+ Customers I Serves 10+ Industries
I Present on 35+ Modern Enterprise Channels

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