



Voice AI for enterprise

Let's talk

Customers expect more when they call a contact centre

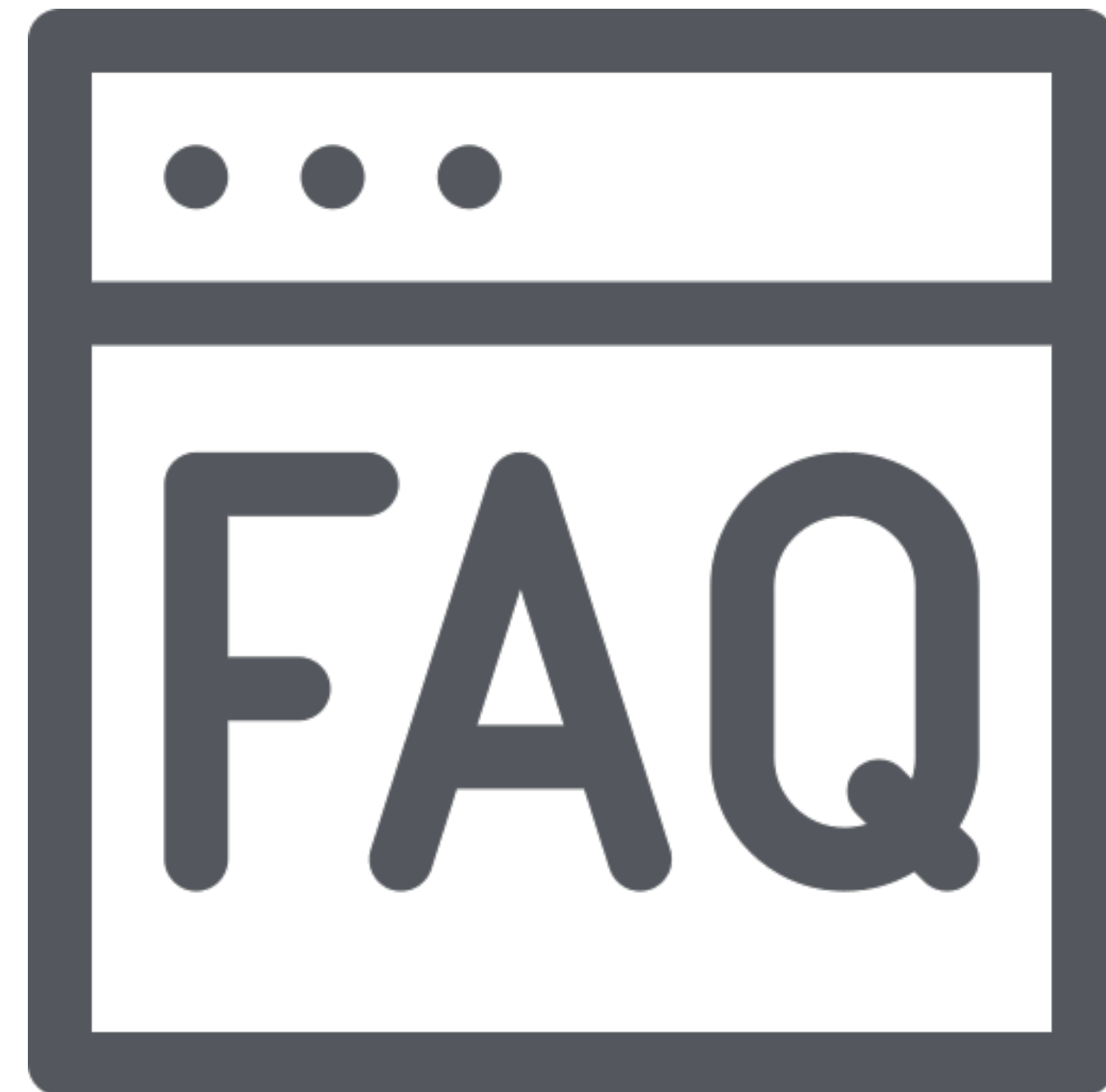
50% of first calls go unresolved





Agents are bored because they do the same thing every day

Over 50% of the enquiries in customer service are related to common and frequent problems





Ensuring quality at scale is a tall order for customer care

Manual process
only 1-2% of all conversations
are monitored to review for
good and bad behaviors and
trends





So we built a voice AI platform for enterprise

- Lili, AI digital agent to handle the more basic and repetitive calls with customers.
- Speech Analytics to analyze conversations between human agents and customers.
- Voice Biometrics to help identify and verify customers.





How it works



Secure

Design-once,
deploy-many approach

Reporting
and analytics

Reduce
costs

Interactive

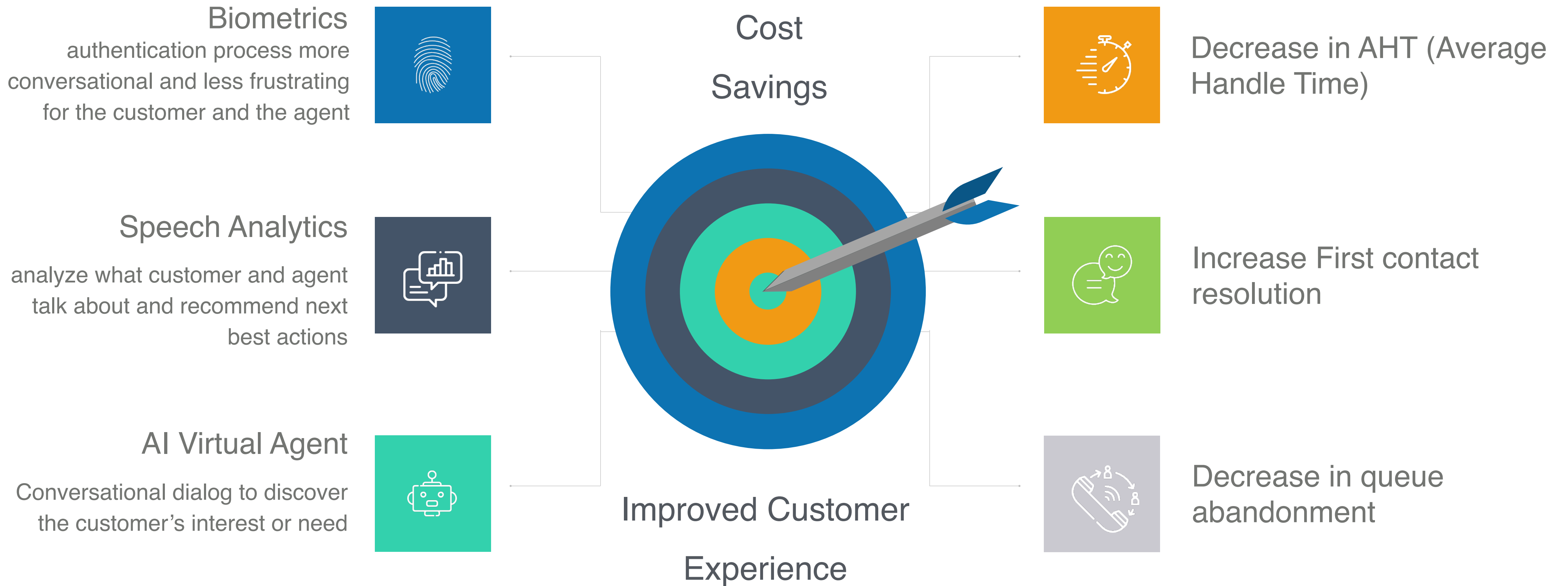


Working with well known brands



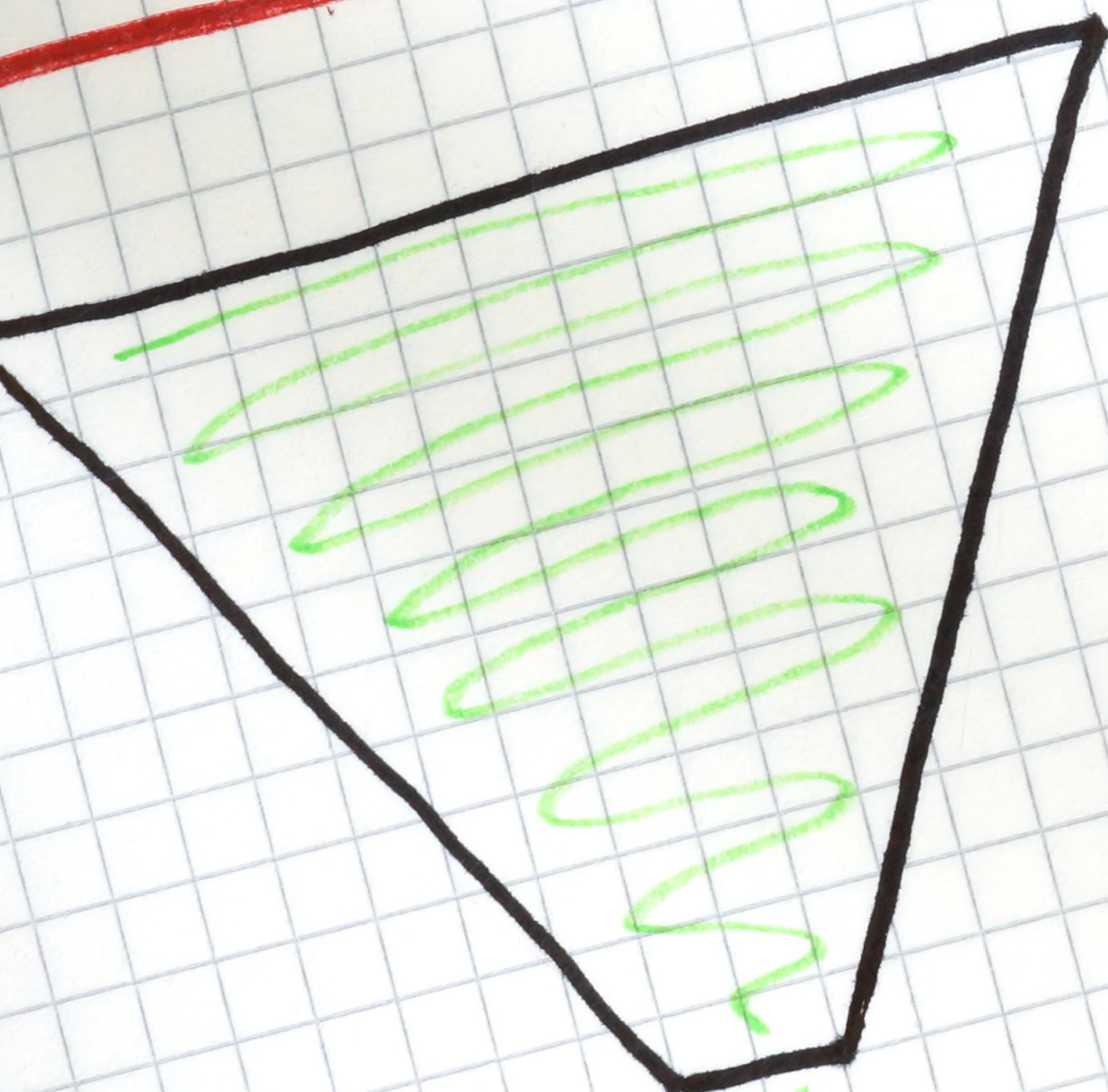


Energizing your customer engagement





Qualified Leads



Use case 1: Lead qualification

Currently, there is no an easy way to call thousands of customers who qualify for upselling/cross-selling.

With Lili, you can use the basic data of potentially qualified customers to contact them, allowing commercial teams to close more businesses.

- Discover the most qualified opportunities to generate more revenue, much faster.
- Scale with greater volume, without having to increase the hiring.
- Prioritize potential customers, focusing commercial teams on closing deals, not looking for leads, saving many hours per year.



Use case 2: Improving Customer Authentication and Fraud Prevention

If the average subscriber contacts for support four times per year, that is X million/billion customer care interactions in your business.

That means that X million/billion interactions need authenticating.

- Reliably confirming a customer's identity without undue intrusion, making the interaction as frictionless as possible.
- Reduce agent costs and handling time.
- Protecting your subscribers and providing a consistent, effective experience across all channels.





Use case 3: Appointments

The main job of appointments management solution is to get clients to attend the appointment.

You can remind a customer of it's appointment, but that's only half of the work. You also need to confirm that they'll attend.

- Automate reminders of appointments with the possibility to confirm saving you the cost of sending a service when no one's home.
- Allow customers to manage their appointments when they want, through several channels.
- Integrating it with the appointment system allowing reprogramming in real time.



Use case 4: Tracking, confirmations and management of alerts

Overdue invoices, fraud, planned or unplanned, outages and maintenance can frustrate both you and your customers.

Anticipate the needs of customers to contact them automatically or when they are exposed to risks (e.g. collect outage information, late payments, etc.).

- Generate payment reminders that may have a response with the expected payment date.
- Find out the time and the most appropriate channel to contact customers.
- Provide proactive updates on outage conditions, and notify consumers once service has been restored.





Use case 5: Debt Collections

Mitigate risk and reduce costs, while providing a better experience for the client.

The use of Lili multi-channel outbound allows more and faster debt collections.

- Free human agents to focus on high-risk debt
- Preventive management of “First payment default” and “Early Payment
- Combine scalability, efficiency and customization
- Massive management of “Low Risk” accounts and minor amounts not assigned to agents
- Reminder of payment agreements
- 100% call recording



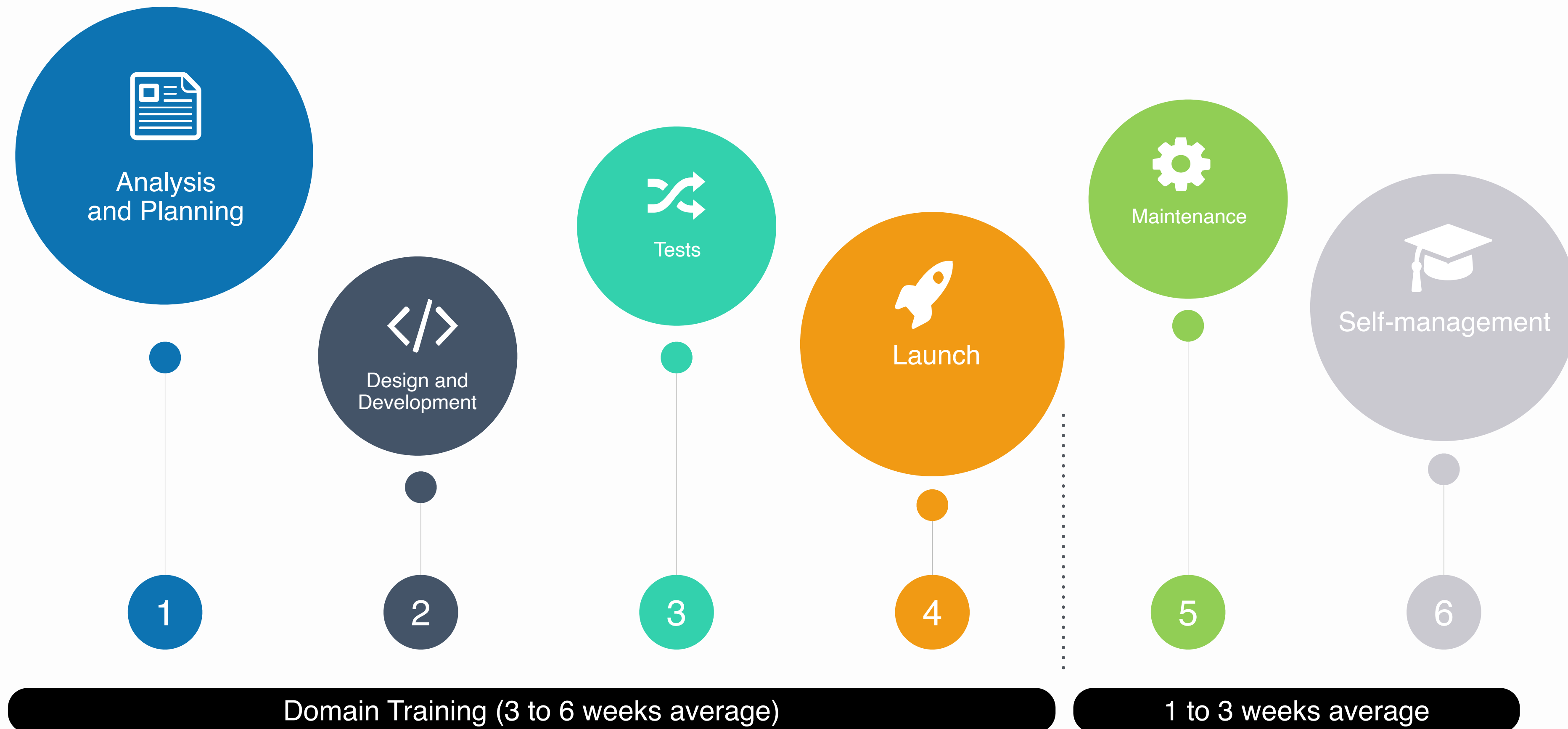
User case 6: Customer service and BackOffice

Let your customers easily update their account information.

When your customers need to make changes to their service — like when they're moving, or enrolling in a new service — they want to do so easily and effectively.

- Schedule for procedures associated with title management.
- Confirmation of balances, dates of expirations.
- Respond quickly and efficiently to customer inquiries, creating excellent first impressions.





Like any software project, the development of a domain for Lili Assistant, goes through a set of standard stages: strategy, design, development and conversation tests. In general, the better the strategy and conversational flow is defined, the easier and faster the project will be.

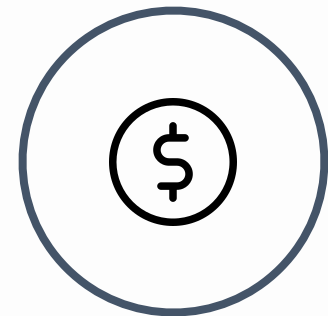


Pricing Model



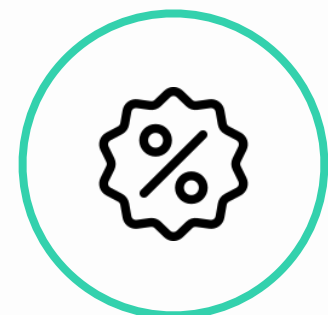
Nominal one-time setup fee depends on one factor:

- Call and/or chat complexity



Subscription plans depends on two factors:

- Call and/or chat volume
- Number of channels to automate



How Pricing Works:

- Calls are priced on a per-minute usage model
- Chats are priced on a per-conversation usage model



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