WIZ.AI Talkbot

Human-like Conversational Voice AI for Digital Contact Center Automation

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WIZ.AI
Enabling Through Artificial Intelligence

Microsoft Partner

Gold Application Development
Gold Application Integration
Gold Application Lifecycle Management
Silver Data Analytics
Silver Data Platform

Microsoft

The existing customer journey is fragmented, reactive and inefficient

In an increasingly digitalized world, customers today have more choices than ever. They expect friendly, convenient and hyper-personalized service at every touchpoint.

We believe that voice is the new great frontier of customer engagement since digital.

Powered by WIZ AI's proprietary voice technologies, our virtual agents are here to help.

CHALLENGES

- Reactive customer engagement
- Long wait times for customer service
- High costs of recruitment, training and retention of human agents.
- High volume of rule-based tasks
- Traditional call centres are not scalable

IDEAL SOLUTION

- Warm, friendly, humanized, service
- Hyper-personalized service that delivers the right message to the right customer at the right time
- Proactive customer engagement
- Consistent dependable service around the clock

DESIRED OUTCOMES

- Reduce hold time and improve customer satisfaction
- Automate routine rule-based calls
- Automate outbound customer engagement calls
- Unlock data from customer voice calls
- Reduce call center cost

WIZ.AI Talkbot

Using **Conversational Voice Artificial Intelligence** to digitalize the process of in- and outbound calls.

We help companies engage with their customers at scale with hyper-realistic **human-like Talkbots** that can communicate effectively with customers using natural spoken language.

1 PROACTIVE CUSTOMER ENGAGEMENT

Expand customer touchpoints. Automate out-bound calls to reach the **right customer** at the right time, at scale

2 HAPPIER CUSTOMERS

Reduce hold times by **80%**, overall call times by **60%** and provide **hyper personalised** service

3 DATA FOCUSED

Recognise and categorise **customer intent** data. Unlock your unknown **customer preference** in customer calls at scale.

WIZ.AI Talkbot A.I. Digital Contact Center Solution

Our handcrafted humanised Voice AI can serve a large and complex customer base—consistently delivering an experience that engages, delights and attracts customers. It picks up immediately, never has a bad day and helps your customers resolve their tier one customer issues over the phone, effortlessly.

Best of all, we help our clients unlock the wealth of customer data from their customer voice calls.

WIZ.AI Outbound
Customer Engagement

- Exponential lead generation

- Proactive customer engagement

- Segmented customer marketing campaign

WIZ.AI Inbound
Customer Service

- Reduce hold time by 80%

- Automate rule-based task

- Resolve tier1 customer issues without human agent

WIZ.AI Client Portal
Customer Insight

- Identify high value customer segment

- Identify common customer service issues

- Identify sudden spike of service issues

Channel partner success: Zero1

"Wiz.Ai's in-depth customer engagement data has allowed us to proactively engage with our customer base with urgent queries that they might have particularly during recent uncertain times. With Wiz.Ai's Outreach Talkbot, we can reach out and reassure our customers that we are constantly hearing their needs,"

-Stuart Tan, CEO and founder of Zero1.

WIZ.AI Customer Service Talkbot
The automation of Zero1's out-bound customer engagement has increased the response rate at nearly four times of a customer service representative, without compromising on the customer interaction.

WIZ.AI Customer Data Portal
Each call is recorded and automatically categorized according to the customers' call intention and interest levels. With this new depth of customer data, Zero1 is able to categorise customers into different groups and deliver hyper-personalized customer outreach based on their specific needs and levels of interest.

Channel partner success: Carro

CARRO

"The Talkbots were able to handle almost four times the volume of calls as compared to a human agent, with a similar customer response rate. Additionally, TalkBots can handle the entire conversation for the vast majority of calls, and customers regularly thank the TalkBots once when the call concludes."

-Group CMO, Carro

WIZ.AI Automotive Customer Service Talkbot

Launched in December 2020, the TalkBots were first deployed in Indonesia as part of a regional rollout. Since its deployment, the Talkbots have engaged with over 20,000 potential leads that the local call centre operation would not otherwise have addressed.

The Talkbots listens, understands and speaks several different ASEAN languages with localised accents, it even incorporates human-like actions such as pauses, clarification statements and chasing statements. They are so realistic that over 95% of callers can't tell the difference between a TalkBot and a human agent.

"The ability to address a high volume of leads ultimately led to significant increase in additional transactions, giving Carro an edge over its competitors in accessing a greater portion of the Indonesian market" said **Aaron Tan, CEO & Founder of Carro**