Floatbot ®

Accelerating Digital Sales through AI-powered Conversations

ABOUT THE CLIENT

Company: Leading utilities company, Based out of Toronto, Canada.

The client is a leading Smart Home Rental Program provider. They have more than 8500 happy customers enjoying energy solutions, smart homes, and automation. The company aims to reduce carbon emissions and bring environment-friendly solutions to their customers. Their programs are revolutionizing the everyday use of energy.

SCENARIO

- The client would receive thousands of calls every day inquiring about smart energy solutions.
- They were facing a hard time generating qualified leads from this long list of callers—they have a prospect list of more than a million potential customers.
- Manually calling the prospects and asking them pre-qualification questions was a tedious and time-consuming process for the sales representatives.

The client wanted to integrate their contact center solution with a Conversational Voicebot to achieve the following objectives:

Make outbound calls automatically to **10,000+** prospects every day

Ask a set of **pre-qualification questions** to decide whether the lead is qualified or not

Book appointments with sales representatives

Address queries of customers

CHALLENGE

Responding to a prospect question involves several steps:

Speech to Text Conversion

Text Analysis

Search Best response to provide in context

Deliver Response with a text to speech conversion

Each of these steps requires running multiple AI models — so the time available for each individual network to execute if just ASR then 300ms or less, if entire service then 1 second, with 150+ concurrent requests.

FLOATBOT INTERACTIVE CONVERSATIONAL AI

Our advanced NLP models enabled the platform to decipher company specific jargon leading to higher user satisfaction, ultimately leading to a qualified lead.

We leveraged our pre-built[/pre-trained] NLP and AI models [and fine tuned them on client data] to understand specific intent of prospects and delivers intelligent responses.

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Also, our platform provides a Funnel View Analytics section, which records the stage at which the customer dropped the call so the company can continuously optimize the bot.

IMPACT

Our Deep-tech platform enabled:

we get responses in around **162ms**, and our target was <= 300ms.

average inference time is **40ms** for any ASR request.

150+ concurrent ASR requests

Here is what Floatbot's AI-powered Voicebot managed to do:

Helped the company generate a revenue of
$400,000
through automated outbound calls within 2 months

Reduced customer support cost by
40%

Generated
20%
of total qualified leads

CUSTOMER TESTIMONIAL

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We signed a contract with Floatbot to automate outbound calls and to generate qualified leads. We are extremely pleased with Floatbot platform capabilities and their Voice AI technology. In the last 2 months, we were able to generate revenue of **$400,000+** through Floatbot's Voicebot.

At present, we are able to generate **20%** of our total qualified leads through Voicebot. We aim to generate at least **80%** of our total qualified leads through Floatbot's Voice AI platform, in the next 3 months.

We got almost 24x7 support from Floatbot's team. I would highly recommend Floatbot to anyone looking for Voice AI to automate their contact center operations.

- **Erica F,**
  Operations Manager,
  Ontario based Utility Company, Canada

Floatbot is one of the leading providers of conversational AI technology globally. Floatbot is a SaaS based conversational AI platform that helps in building DIY no-code chatbots and voicebots without any coding required. The bots build on our platform gives human like experience.
Visit us at **https://www.floatbot.ai** or email at **connect@floatbot.ai**

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