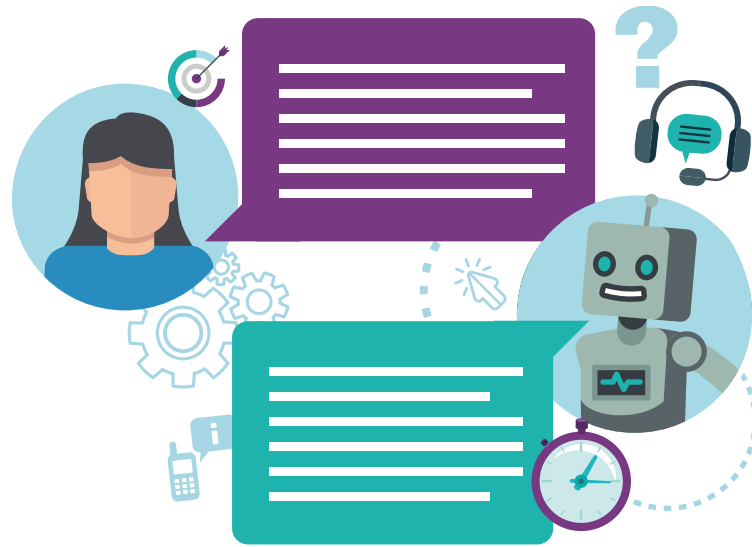


Self-service



Increasingly used by companies to provide fast resolutions to time-poor customers, and also to reduce the costs of service, these channels vary from simple FAQs right through to intelligent virtual agents such as Siri, Cortana, and Google Assistant.

Self-service solutions are generally either voice or text-based, however both use similar Natural Language Processing technologies behind the scenes, including speech/text recognition, text-to-speech, and speech-to-text.

Chatbots

- 2020 - up to 85% of customer interactions would be managed with no human involvement
- Cut resolution times
- Deal with specific customer issues

IVR

- Services the customer without the need for human intervention
- Handle volumes of inbound/outbound calls in their entirety
- Accepts transfer from live agents
- Text to speech and speech recognition
- Scalable to 1000+ channels
- Validate and route an incoming call to a queue or a blended live agent
- Automate voice interactions and deliver cost savings
- Handles huge volumes of calls to shield the contact centre from repetitive, routine enquiries
- Uses speech recognition to allow customers to search for information
- When integrated with your back-office systems, it can process complex orders without human intervention
- Cost-effective
- Time-saving
- Ability to route calls to human agent if needed