

[24]7 Voices

Delight customers while delivering cost reductions through increased self-service with the AI-powered conversational IVR

Reinventing voice engagement for the digital age

[24]7 Voices modernizes the traditional IVR experience with AI-powered conversations that are natural, intuitive, and effective. Delight customers by letting them speak the way they do normally and get things done fast. Advanced natural-language processing, accurate intent-prediction, and rich interactive capabilities help you increase self-service containment and elevate the customer experience (CX). Plus, for callers that do need help from a person, the AIVA engine makes the hand-off seamless. A better IVR experience boosts customer satisfaction and lowers costs.

Key Business Benefits



Increase self-service

Smart, intuitive, and human-like IVR experience helps more callers help themselves.



Know your customers

When you understand your customers' journeys and intents, you can help them better.



Give voice a modern makeover

Conversational AI and digital capabilities enable faster, more personalized engagement.



Keep CX consistent across any channel

Maintain customer context as they escalate to an agent or move across digital channels.



Secure and convenient Authentication

Verify callers with real-time fraud prevention features without increasing customer efforts.

No more caller frustration

Legacy IVR systems involving touch-tone inputs, poor speech recognition, and confusing menus leave callers frustrated, demanding an agent. Today's digitally-savvy consumers expect better. With [24]7 Voices, you can give them what they want—an easy way to get things done on their channel of choice, without agent assistance.

Product Features

FEATURE NAME	FEATURE DESCRIPTION	WHY YOU NEED IT
CONVERSATIONAL AI FOR HUMAN-LIKE INTERACTIONS		
Advanced Speech Recognition	With state-of-the-art Natural Language Understanding (NLU) with Deep Neural Networks (DNN) based Recognition and Vertical Intent models, improve speech recognition multifold and enable natural interactions with callers.	Resolve customer issues faster by understanding accents, dialects, and slangs more accurately, even in noisy environments.
Text-to-Speech	Create and deploy human-like, high-quality prompts on the fly, without the need to spend weeks recording professional voice audios. Choose from multiple languages, dialects, voice options to suit your business needs and customer personas.	Improve time to market for voice prompt changes. Extend a superior end-user experience.
Intelligent AI-Powered Dialogue	Combine customer data from multiple channels, demographic, and behavioral information to predict what a caller is trying to do—before they even start talking. Understand open-ended, mixed-initiative responses with capabilities such as multi-slot handling, intent prediction, and vertical domain-based models.	With intent-based experiences, customers don't try to skip the IVR—improving automation.
Natural Language	Natural Language allows customers to speak freely, as if to a live person. Callers can express intents using multiple inputs enabled by multi-turn conversational bot. [24]7 Voices knows how to respond appropriately to a sudden change of topic and can ask clarifying questions to understand a caller's intent.	Deliver smoother IVR conversations, routing, and high-quality self-serve by simplifying complex navigation.
ROBUST FRAUD DETECTION AND IMPROVED IVR SECURITY		
Call Verification	Detect fraudulent inbound calls before you answer. [24]7 IVR uses the Telecommunications Network Data to assess Caller ID spoofing. The Application receives a Risk Score and determines IVR flows based on the score.	Prevent fraud without increasing customer effort during the IVR call.
Speaker Verification	Speaker verification enables Voice Biometrics authentication for security improvement. Speaker verification supports a process of user enrollment for the creation of a voice print, which is later used to authenticate the user.	Verify callers securely and conveniently, increasing customer trust.
CONNECTED, DIGITAL EXPERIENCE		
Visual IVR	With [24]7 Vivid Speech, push rich visual content to smartphones, transforming IVR calls into interactive, digital experiences. The multimodal interaction enables callers to complete complex IVR journeys in self-serve mode.	Combine voice and visual interactions to improve call containment rate.
Web-aware IVR	Bring the context of web browsing into calls for a seamless transition across channels. Start the conversation, knowing what they want.	Reduce customer frustration with relevant context transfers.

Product Features (cont.)

FEATURE NAME	FEATURE DESCRIPTION	WHY YOU NEED IT
CONNECTED, DIGITAL EXPERIENCE (cont.)		
IVR2Messaging	Invite callers to jump the queue and chat or start messaging with an agent, reducing frustration while lowering support costs. Warm hand-off makes it seamless.	Deflect calls away from voice agents to lower-cost, faster-response channels.
VOICE PLATFORM AND CORE CAPABILITIES		
Self-Serve Portal	The platform supports self-serve tools for user onboarding, provisioning, and managing the application life cycle. Model Workbench tool enables advanced application development, model creation, and tuning.	Improve operational efficiency in deploying and updating your IVR.
Outbound Campaigns	Support for single, bulk outreach, and schedule campaigns with outbound IVR calls and SMS.	Proactively reach to customers to improve business outreach and service delivery.
Reporting and monitoring	With comprehensive, out-of-the-box, interactive, visual dashboards, slice calls by intent and view call performance at an intent level. Further deep dive into a task and dialog. An easy-to-use tool allows you to create custom reports and dashboards to get the data you need.	Discover actionable insights to measure and optimize the IVR performance.
Enterprise-grade platform	A cloud-based platform with a telephony grade system built on open industry standards for the highest availability. [24]7 offers out-of-the-box CTI and ACD integration with the top contact center players.	Rely on [24]7 Voices to support your contact center needs.
Over 14 supported languages:	Serve more customers across North America, Europe, and Asia-Pacific with speech-to-text and text-to-speech capabilities.	Expand your footprint in global geographies as well as serve a diverse customer base.

Driving top results for our customers:

\$1B

saved over 10 years

Global credit card company

24%

repeat call reduction

Large multinational telco

\$32M

in new revenue/year

Global credit card company

Boost satisfaction and lower costs:

Increase self-service rates up to

20%

Reduce IVR call duration up to

30%

Drive up to

95%

speech recognition

Product Highlights

Superior support

Bring voice into the modern era. Automate and personalize complex conversations, predict user intent, and integrate seamlessly with other voice channels. And do it all in a natural, conversational way your customers will love.

Better results

When you can anticipate what your customers are trying to do, you can serve them better. Keep more callers in automated channels, share rich visual content, and boost resolution rates. Good for customers, and good for business.

Happier agents

Blending IVR with live agents works better for everyone. Customers can seamlessly escalate when they need live help, and agents have the information they need to provide swift resolution and handle more contacts.

Simplified Security

Protect your business without adding steps for your callers. Real-time call verification and voice biometrics flag suspicious calls to stop fraud before it starts, saving you time and money.

Why [24]7.ai?

Building the big picture in intent

[24]7.ai combines customer data from multiple sources to understand what they mean—not just what they say. More accurate intent prediction means you can help customers get things done faster and more easily, saving time and money while also boosting satisfaction.

Blending the best of humans and machines

Combine human insight and machine efficiency to drive better results every time. We take a holistic approach that plays to the strengths of bots and agents, with seamless hand-offs that go both ways. Using the best of both worlds enables ongoing optimization.

The power of one experience

The [24]7.ai Engagement Cloud drives meaningful interactions across channels and time, so you can resolve issues faster and better—with the minimum possible effort. Meet your customers where they are and have real, satisfying conversations with them.

How to Get Started

Whether you're looking to upgrade your existing IVR system or augment it with [24]7 Voices powered by the AIVA engine, [24]7.ai has a framework to match your needs—today and tomorrow. We're the partner you can rely on to outperform your goals. Contact us today.

Contact us today

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About [24]7.ai

[24]7.ai is redefining how artificial intelligence and human insight are combined to produce satisfying customer experiences. Our conversational AI platform predicts consumer intent to create frictionless interactions, across every channel, that strengthen relationships and increase brand loyalty, at the lowest cost per resolved conversation.

For more information visit: www.247.ai