Predictive, Proactive, and Personal

Although voice self-service is often considered to be a mature technology, it continues to play a critical role in the success of your enterprise sales and customer service. The telephone enables rich, real-time experiences distinct from other digital channels. Businesses that engage in intuitive conversations with their customers drive more sales, better margins, and higher customer retention.

[24]7 Speech redefines Interactive Voice Response (IVR) for the digital age by creating an optimal, data-driven conversational interface that leverages predictive natural language in an omnichannel setting. By accurately predicting a caller’s intent -- and creating a personalized, simplified path to resolution -- [24]7 Speech avoids the pitfalls of one-size-fits-all experiences, and successfully resolves customer issues in the voice channel.

A Better Approach to Natural Language

[24]7 Speech enables a better approach to natural language, one in which open-ended speech is combined with prediction that draws upon a customer’s omnichannel activity to develop an initial understanding of caller intent. Predictive natural language allows customers to speak naturally while lowering customer effort to complete tasks, expediting task resolution, and decreasing AHT – making speech experiences smart and easy.

Seamless Omnichannel Experiences


Highlights

Predictive Conversational Interface
- Develop initial understanding of caller intent
- Combine open-ended speech with prediction leveraging omnichannel activity
- Bypass complicated menus where self-service journeys may exist but are rarely utilized

Intuitive Speech in an Omnichannel Context
- Predict identity and intent by leveraging activity from multiple channels
- Reduce customer effort, expedite task resolution, and reduce AHT
- Extend service to other channels with [24]7 Vivid Speech and [24]7 Assist for IVR

Learn from Every Conversation
- Each interaction is used to refine predictive models, improving the experience for the next caller
- 2.5B digital interactions every year on one of the world’s largest self-service platforms
- Historic 99.995% platform availability
You can do both: You can cut costs and you can improve the customer experience.


This year chances are that at least half of your conversations with customers will be on smartphones and connected devices. [24]7 Vivid Speech gives businesses the ability to extend their current IVR to give smartphone users a unified experience that combines an IVR call with a mobile web session. A download is not required to enable this ‘app-like’ mobile customer experience. With [24]7 Vivid Speech, for example, an IVR caller can be shown a list of recommended flights on their smartphone screen or allowed to visually confirm a list of recent credit card transactions.

### Carrier-Grade Speech Platform

[24]7 Speech offers capacity on demand for billions of calls a year with carrier-grade performance and service levels. [24]7 Speech integrates with your existing contact center infrastructure to transfer CTI information to voice agents, resulting in shorter call durations, increased self-service adoption, and a higher level of customer service for your callers.

The cloud-based [24]7 Speech platform delivers:

- Historical 99.995% platform availability
- Zero-downtime updates to the platform
- Pay-as-you-go capacity or outcome-based pricing
- Inbound and outbound calling capabilities
- 24/7/365 monitoring

### Start Better Outbound Conversations

Voice-based customer experiences have evolved well beyond inbound calls, conversations with agents, and static outbound notifications. It’s about anticipating your customer’s needs and engaging them in the right way at the right time to help get something done. [24]7 Speech combines predictive analytics that draw upon omnichannel activity plus advanced call control features to provide rich, interactive outbound messaging capabilities. [24]7 Vivid Speech and [24]7 Assist for IVR can also be leveraged for outbound communications.

Enterprises can deploy differentiated, brand-enhancing experiences that drive higher customer loyalty, increase the uptake of up-sell and cross-sell campaigns, and minimize the number of inbound calls hitting a contact center. In short, with a better outbound service, you can realize immediate and significant ROI with minimal capital investment.

### Measurable Results

With a [24]7 Speech solution, our customers see dramatically improved business metrics -- whether you are trying to increase automation, improve customer satisfaction, or develop new service offerings. We have helped our customers double IVR automation rates, reduce task completion times by over 60%, and provide award-winning customer service. And because [24]7 Speech is delivered from the network, new customers can be up and running in a matter of weeks, with no upfront capital expense or hardware.


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