

# Voice Bot

Advanced automation  
to guide at the right time



## 4 Key Benefits

- Voice Bots can typically reduce your call volumes to agents by 30%
- Voice BOT can be a blended service or full time
- Responses in real-time 24/7/365
- Gives you a competitive edge and widens your customer base

**Our Voice Bots are highly effective, can carry out repetitive calls fully or partially, before a live agent completes the process. See a 30% reduction in less critical calls after moving from voice only to Voice Bot.**

**An analysis of your historical customer calls allows us to identify where our Voice Bot will work best. A Live Agent is always in place with both services complementing each other. Ongoing Analysis allows us to constantly fine tune and promote more self-service and automation.**

Agents have a full view of all your customer interactions across all channels at all times. We can seamlessly take over customer calls that have been facilitated by the Voice Bot during **step 1** of the process e.g. information can be gathered by the voice BOT and populated in text for the agent to continue.

**The BOT is there to help your customer with their query in the fastest and most efficient way. If this fails, our Live Agent takes over.**

- We put the time and effort Feeding your Voice BOT to ensure positive and definitive experiences
- BOT cannot resolve... No problem, A Live Agent will take over

## How it works

Pre or Post Historically Call Data Analysis on why your customers contact you is analyzed by our specialist team. From this we put forward the options on where best Voice Bot will fit in and work best for you and your customers.

A configuration Tree is mapped out where Live Agents and Voice Bot will work together and programmed into our Call Centre Platform. Our reporting tools will immediately highlight all interactions and how they are being processed, and actions which can be taken to further enhance and streamline. This will include where the Voice Bot interacted, how well it completed the call and a price saving comparison on Live Agent Calls versus Voice Bot Calls.

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## Key Features

### Handle More For less

Voice Bots can handle more than 1 customer at a time and cheaper than a live call to process.

### Delivery Anytime Service

Provides your customers with answers they want 24/7/365.

### Expertly Handle the Mundane

Voice Bots love doing the same thing over and over again.

### Knowledge Base

Consistent answers – Web Bots and Live Agent Calls connect to the same responses library of answers.



**Voice Bot is part of our Outsourced Live Agent Services and can also be integrated with our Web Chat Web Bot and Speech IVR Service offering.**

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### Web Chat Web Bot

Waynua Web Chat and Chat Bots – Advanced, Automated Responses to advise and guide your customers.

### Speech IVR

Advance Speech Recognition that routes your customer calls by simply asking “How Can I Help You?”

