



Live Support – with Voice AI

Use Artificial Intelligence based natural language engagement to replace outdated automated attendants



It’s called the rule of five, the concept that most of us can’t recall more than five choices at a time. The rule of five is one big reason we struggle with the automated attendants that answer organization’s phone lines and ask us to “select from one of the following options.” It seems like a simple enough concept but many businesses constantly break the rule and gives us eight or nine choices. Others respect the rule by offering just a few choices at the top but quickly send us into a maze of sub menus. It’s no wonder customers instinctually cringe when they hear a recorded voice answering a call, too often it’s easier to just hang-up and call someone else.

What customers want is to simply tell someone what they need and to be efficiently routed to the right person or group or better yet get a simple answer. For decades that’s just what live attendants did. Unfortunately, most organizations can no longer afford the staff required to personally answer every call, especially during peak periods or on nights and weekends.

Kandy Live Support with Voice AI offers a better answer to the problem and to customers’ calls. Voice AI uses artificial intelligence to professionally greet callers, listen to their requests, respond in natural language and even ask follow-up questions to get customers to the right place, right now. They might even be able to answer the question in real time, eliminating the need to consume staff or call center agent cycles. And unlike automated attendants, there is no need for a laundry list of choices or a bottom-less pit of sub-menus. Best of all, it’s extremely cost effective and available 24/7 – even if the rest of the organization is closed.

Unlike traditional IVRs, callers aren’t limited to one or two choices or to a series of linear questions and responses. Callers can provide multiple pieces of information at the same time. Live Support with Voice AI can digest the information and respond with additional questions or the appropriate answer.

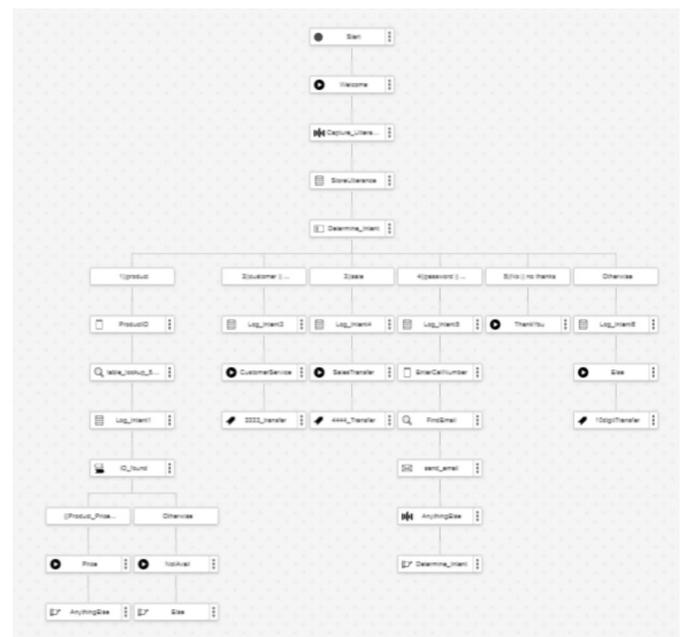
Deloitte found that 46% of contact center executives placed customer experience as the most important factor in measuring performance in the coming years.

Gartner Group predicts that 25% percent of customer service & support operations will integrate AI/chatbot technology across engagement channels by 2020.

More than a Receptionist

Using Live Support with Voice AI creates the perfect “front door” to any organization. It can take the role of a receptionist in an office or retail setting as well as act as the first point of contact for call centers. In addition, its AI technology can be integrated with leading CRM tools and databases. Voice AI can help callers:

- Verify their identity
- Look-up account numbers, shipment numbers, etc.
- Perform common tasks such as resetting passwords, changing addresses or providing service status



Intuitive Visual Builder Interface



Beyond Transferring a Phone Call

Kandy Live Support with Voice AI can do more than just transfer a call. It can respond to a caller's inquiries and offer multiple ways to deliver information. As an example, Live Support can send a calendar invitation as a reminder for an upcoming appointment or a text message with directions to a location. It can help a caller reach out to employees using the same services, letting an employee know that a caller needs their assistance.

Of course AI services are available 24/7, even during a snow-storm or the nation's biggest holiday. And since it's a cloud service, capacity can be increased or decreased in just a few minutes time.

Juniper Research predicts that AI/chatbot technology will save key vertical industries over \$8 Billion annually by 2022.

Deployment Advantages

- No changes to existing business processes
- Simplify deployments - utilize templates and pre-made skills
- Easy to manage - self-provision and dynamically change, update and scale
- No complex menu tree hierarchies to create/manage
- Robust RESTful API support

Better Experiences – Better Value

- Creates “front door” access to less-expensive self-service channels
- Eliminates perception that automated greetings are a “toll booth” to a live person
- Reduces time to meaningful response
- Easily scales
- Reduces overall cost to serve

Key Capabilities

- Answer and greet callers
- Route callers based on caller requests
- Integrate with CRM tools or APIs, etc. to extract information
- Look-up Information (e.g. account info)
- Verify Information (e.g. identity)
- Provide status and help (shipping date, problem solving, etc.)
- Act as a voice-based FAQ (Q&A)
- Update Data in a Database
- Transfer Callers
- Send Email
- Send Calendar invites
- Send Texts (SMS)
- Play Pre-recorded Messages

