





Automate customer service transactions over the phone

With voice assistants that speak like
real people to solve real customer
problems in the real world

TRUSTED BY





A new generation of enterprise voice assistants

Previous attempts at voice automation have been disappointing.

Conversational IVRs have made callers guess which keywords they have to use – and even then, have consistently failed to understand what they're saying. Customers don't look forward to talking to voicebots, which means that voicebots need to go the extra mile to create goodwill with customers.

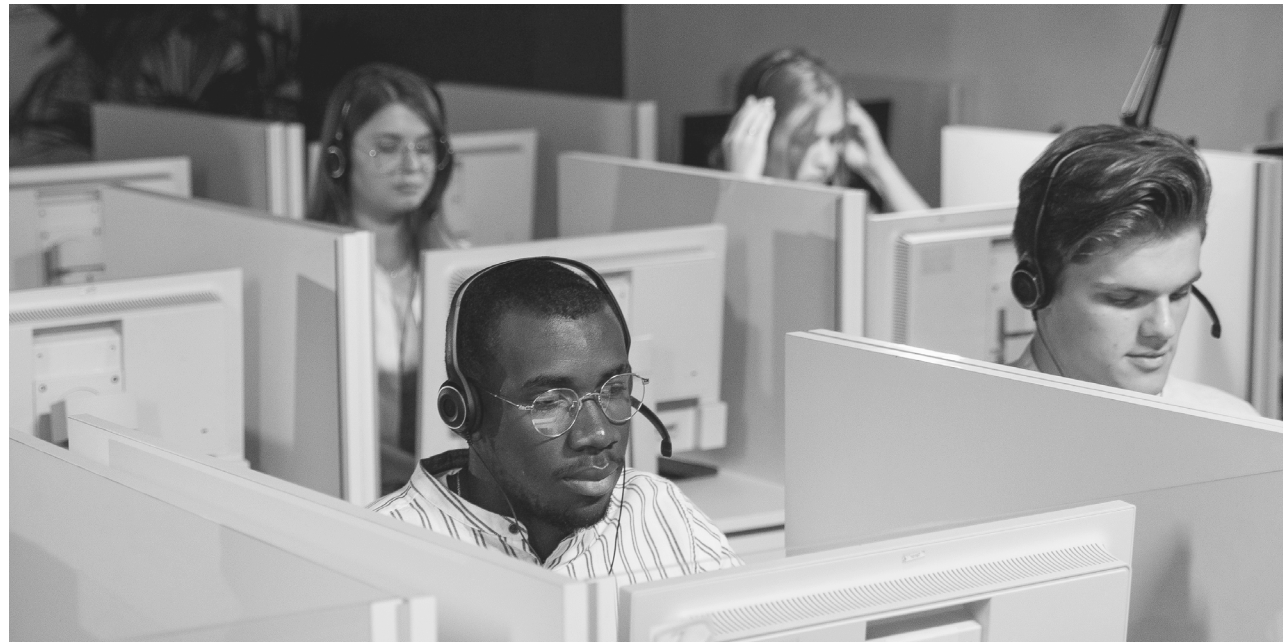
The key to creating voice experiences that customers enjoy is ensuring that every customer is understood, regardless of what they say and how they say it, and that every response given by the voice assistant is genuinely helpful.

At PolyAI, we do just that. Our voice assistants understand callers whatever they say and however they speak. Our voice assistants speak like real people, encouraging callers to interact in a way that feels natural.

What can a PolyAI voice assistant do?

PolyAI voice assistants can do much more than answer FAQs.

Our voice assistants can hold a conversation over as many turns as it takes to solve a customer's problem



POPULAR USE CASES



Intelligent call routing
Empower callers to explain why they're calling in their own words



Authentication
Identify and verify customers through natural conversations



Account management
Update/change account details, reset password and more



Appointments scheduling
Take bookings and reservations without restrictive call flows



Order management
Track and cancel orders and intelligently negotiate delivery slots



Billing and payments
Process billing and payments securely through natural conversations



Troubleshooting
Guide callers through complex troubleshooting processes



Upselling and cross selling
Offer upgrades and alternatives to help customers get the best deal

In a labor shortage, smart contact centers are hiring enterprise voice assistants



Life before PolyAI

The contact center is overwhelmed. Agents are rushing to answer as many calls as possible, hurrying customers through the support process to keep on top of expanding call queues.

Customers are waiting on hold for five minutes, then ten, then half an hour, maybe more! They're growing increasingly frustrated.

When they finally get through to an agent, they're already annoyed. They feel like agents are trying to get them off the phone as soon as possible, and that the company doesn't care about them.

The result?

Customers churn, agents quit their jobs and the company suffers irreversible brand damage.



Life with PolyAI

Customers are still phoning, but every call is answered immediately. Instead of waiting on hold, customers speak to a voice assistant that understands what the customer wants, even when the customer isn't sure about the best way to proceed. Up to 90% of all customer queries are fully handled by the voice assistant.

The remaining calls go through to agents, who now have the time to really focus on building great relationships with customers. They can spend as much time as needed with any given customer, and still have time to stretch their legs and get a snack between calls!

The result?

Happy customers receive timely support and can still speak to an agent if they need to. Agents handle less repetitive queries and get satisfaction through helping customers solve real problems. They enjoy their jobs and help the brand build better customer relationships.

Conversational

BASIC AUTOMATION



Keypad IVR

Basic intent capture & routing via the keypad

e.g. 'Press 1 for bookings'

INTERMEDIATE AUTOMATION



Conversational IVR

Recognises specified spoken keywords to provide basic intent capture & routing

e.g. 'If you would like to book, please say "bookings"'



Chatbots

Customers use a conversational interface via text

Useful for website and app users, but not for those calling on the phone



Smart speakers

Good for simple requests

Can only handle limited conversational turns

Not suitable for end-to-end resolution of more complex tasks

ADVANCED AUTOMATION



PolyAI Voice Assistants

Next-generation AI tech holds sophisticated multi-turn conversations

Sound just like your best agents

Solves queries end-to-end without the need for human intervention

technology

Understanding every caller, regardless of how they speak

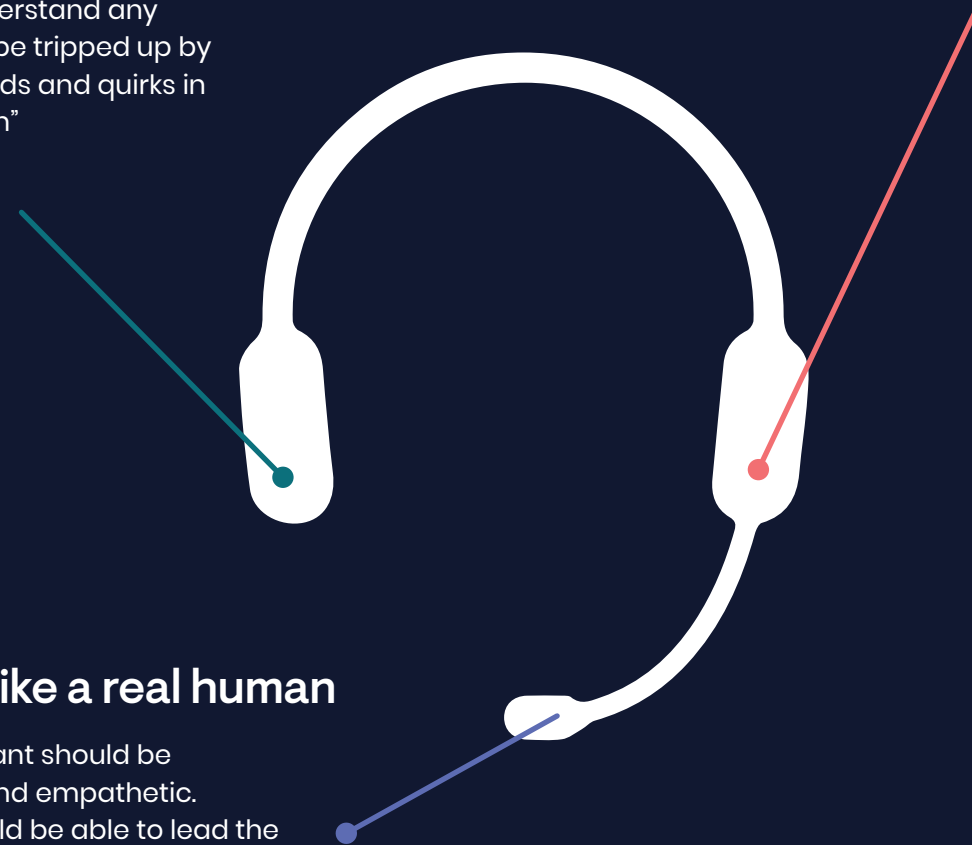
Trustworthy voice assistants need to understand intent from complex stories with too much information. They should understand any accent and not be tripped up by pauses, filler words and quirks in everyday speech”

Accurately extracting key information

Callers should be able to read our alphanumeric strings like ZIP codes, phone numbers and order numbers without needing to repeat themselves.

Speaking like a real human

The voice assistant should be warm, friendly and empathetic. Customers should be able to lead the conversations they want. They should be able to interrupt, ask questions and change their minds at any point.



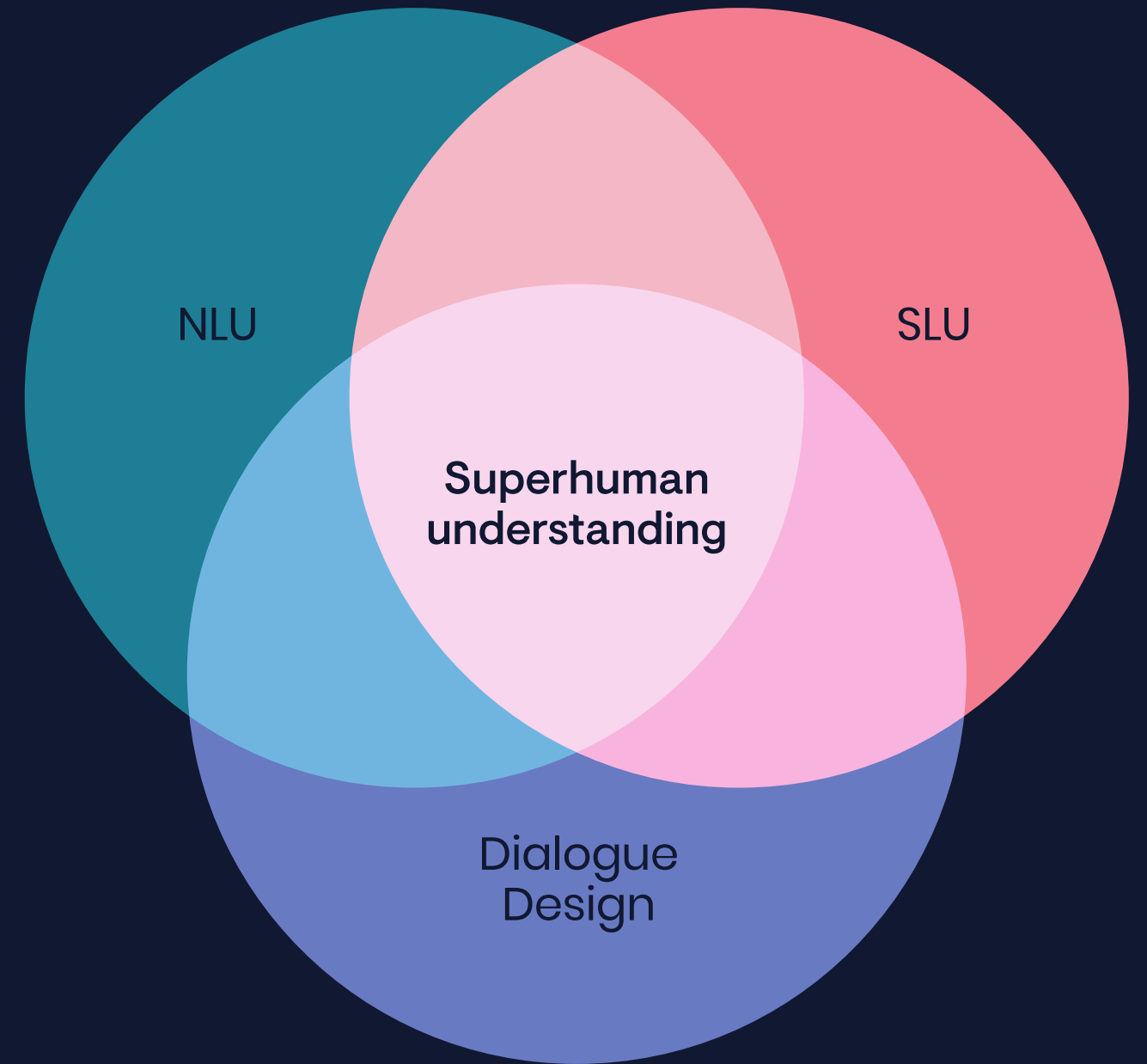
What makes a voice assistant trustworthy?

Past attempts at voice automation have forced callers to guess keywords and repeat themselves over and over in an attempt to be understood.

PolyAI voice assistants speak to people as people speak to each other. That means:

PolyAI says good riddance to bad voice experiences.

Powered by the best spoken language technology on the market



Pioneering team of
conversational AI experts
10+ registered patents

Gartner

Gartner Cool Vendor for
Conversational AI Platforms

Market-leading NLU models for voice

PolyAI's proprietary NLU models are pre-trained on millions of real world conversations and are designed with voice in mind. No client data required for training

- ✓ Outperforms BERT and GPT-Based Models
- ✓ Pre-trained on task-oriented dialogue across customer service use cases

Spoken Language Understanding (SLU)

Speech recognition technology often fails for customers with different accents, or those calling from somewhere noisy. Your customers have busy lives and they often make phone calls from the car, the train station, or while they're soothing a fussy infant.

PolyAI uses Spoken Language Understanding (SLU) technology to enhance speech recognition capabilities ensuring the most accurate information capture.

- ✓ Understand callers with any accent
- ✓ Neutralize the impact background noise
- ✓ Capture alphanumeric inputs like ZIP codes and account numbers with 95%+ accuracy

Trust-led dialogue design

When voice assistants sound robotic, people speak to them like robots, often lacking the detail and context required to effectively solve a problem. But as callers gain trust that a voice assistant can understand them, and give truly helpful responses, they begin to speak more naturally.

PolyAI has developed our entire tech stack around being able to understand callers regardless of what they say or how they speak, and carry on a conversation for as long as it takes to solve customer queries.

This helps customers trust our voice assistants. And the more they trust the voice assistants, the better the voice assistants perform.



Working with PolyAI

1. Send us your call script

We don't need tons of structured data to build a voice assistant. Share call scripts, call recordings, agent handbooks or just tell us how your calls flow.

2. Choose a brand voice

We'll work with you to find a voice that best represents your brand. We'll design prompts that make customers feel heard and work closely with a voice actor to ensure that each prompt has the right emotion, tone and pace.

3. Let us create a scalable dialogue policy

We'll design and build your voice assistant in a way that satisfies your business logic while allowing the caller to navigate the conversation in a flexible way. Our approach to dialogue policy means you can add new content and intents quickly and easily.

4. We ensure your voice assistant is set up correctly

We provide as much (or as little!) hands on support as your tech team needs to get your voice assistant integrated with your telephony system and other platforms.

5. You try the system while we do rigorous UAT

We run an exhaustive series of manual and automated tests to ensure your customers get the best possible experience from the second the system is launched.

6. Custom dashboards, for the data you need

Tell us your key metrics and we'll build you a custom dashboard for easy data monitoring.

7. Go live with real customers

We monitor the performance of your voice assistant closely and make tweaks in real time to ensure optimal performance.

8. Continuous improvements, free of charge

We make improvements free of charge to ensure the voice assistant achieves your goals.



Get started with your PolyAI voice assistant

Accelerate your AI-powered customer service transformation. Give customers a better phone experience while reducing the volume of calls to your contact center. No training data required.

Request a demo to hear it for yourself and find out how a superhuman voice assistant can benefit your company.



Scan the QR code or request a demo at poly.ai/request-demo

poly.ai