

AI Chatbots for Customer Service



Businesses have been adopting AI chatbots to answer frequent customer questions (FAQs) of consumers, automate Customer Service tasks, gather information from customers (e.g. for KYC, lead generation or lead qualification), sell/upsell products, assist with shopping experiences, deliver personalized offers or notifications to customers, book appointments and other use cases.

Voiceweb AI customer service chatbot uses artificial intelligence (AI), machine learning and natural language understanding (NLU) to complete customer requests & tasks or answer their questions.



88% to 95% self service



+60% to 65% NPS score

With Voiceweb ENELAI platform, Enterprises can deploy feature-rich AI chatbots that will:

✓ **deflect calls from the call center**

14% to 16% of the contact center callers will start using the chatbot (instead of calling) during the first 6 months from deployment; increasing up to 25% within the first 12 months. (*)

✓ **achieve highest self-service**

ENELAI platform includes numerous features to achieve highest self-service rates (typically 88% - 95%) ensuring that all business goals will be fulfilled – and even exceeded.

✓ **deliver high Customer Satisfaction**

Typically 8.5+ CSAT score and 60% to 65% NPS (*)

In all digital channels

in IVR, Websites, Mobile Apps, WhatsApp, Viber, Messenger, Telegram, RCS and numerous others

Combining menus, text and voice input

ENELAI platform's Virtual Assistants allow for user input by menus, text or voice while the assistant can respond to users by text or TTS (text to speech). URLs, documents, images are also supported.

FAQ Builder (with Generative AI)

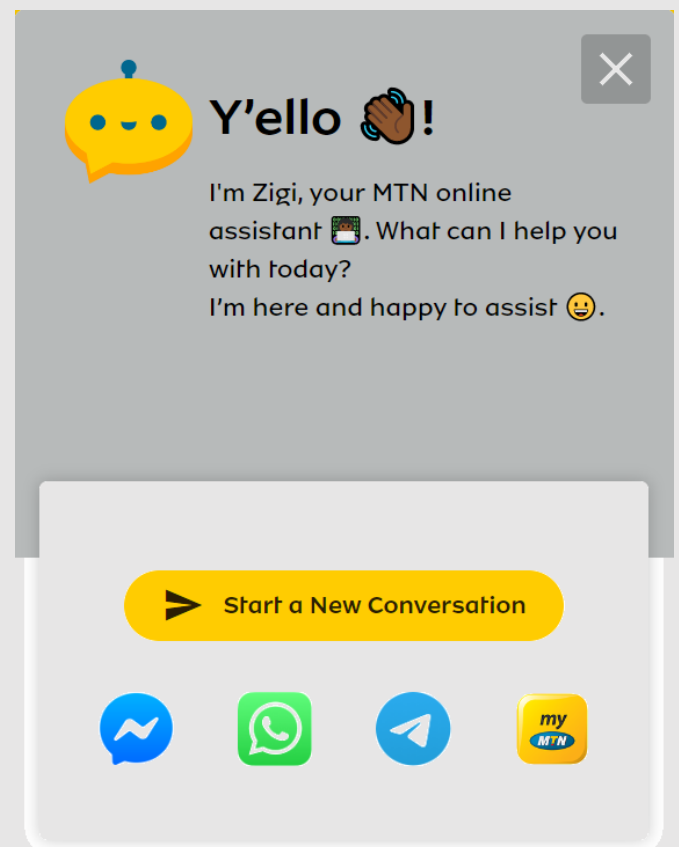
FAQ Builder allows for **5x faster** conversations design time by leveraging the power of Generative AI to automatically create FAQ-type dialogues for your voice/chatbot by only providing documents (e.g. PDFs) and accelerates time-to-launch of your Virtual Assistants

Open Conversational AI platform:

Voiceweb AI, Azure and Generative AI supported

Utilize the AI model that best-fits each use case.

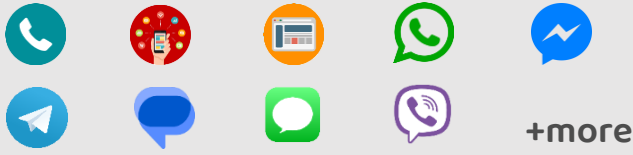
Voiceweb AI models consistently deliver the highest KPIs (e.g. the lowest Word Error Rate) yet there are cases where LLMs' generative capability is the best fit. The platform's versatile architecture allows for plug-and-play utilization of different technologies (e.g. NLU/NLP, Voice Biometrics, Sentiment Analysis, Speech Analytics, RPA) and technology providers (ASR, TTS, IVR platforms, CRMs etc.).



(*) assuming the chatbot covers enough topics to resolve the user's issues and delivers a useful experience to them

Omni-channel

Deploy AI Assistants in IVR, Web pages, Mobile Apps, WhatsApp, Viber, Messenger, Telegram, Apple Business Messages, RCS, SMS and more...



Integrations

Seamlessly integrate to existing systems such as UI Path, Automation Anywhere, Salesforce, OpenAI, Azure, AWS, RingCentral, Zendesk, Avaya, NICE, Google Cloud, Genesys, Cisco, Microbase and more...



Design and implementation services

Voiceweb consultants (and our local partners) work closely with our customers -often coming to be thought of more as internal employees rather than external specialists- in order to truly understand each customer's specific business environment and culture, facilitate the free flow of information and ideas, and ultimately deliver a high-quality digital solution that fully meets and exceeds all customer expectations.

Extensive language support

Supporting 110 languages with own-developed Deep Learning models for **Speech & Text recognition**, and optionally 3rd party models, Voiceweb's open platform facilitates integration of 3rd party Recognition, NLP & Machine Learning models to best meet each Client's and each Use Case unique requirements.

Live Chat for agents

Utilize the feature-rich LiveChat for Agents of Enelaitm platform or use one of the pre-integrated chats from Genesys, Zendesk, Sunshine Communications, RingCentral, Intercom and others.

Unrestricted deployment

Each Virtual Assistant can be deployed fully on-premise, on private cloud, on public cloud, on Voiceweb's cloud, or in hybrid deployment depending on each organization's operational, security, regulatory, and compliance requirements.

Reporting & Analytics

Over 150 metrics and analytics are provided out of the box. Additional reports can easily be created by your team (or our) using the design tools, pre-built templates and integrations of Elastic and Kibana.

Commitment on results & clear billing

Voiceweb's commitment to pre-agreed project KPIs and project budget as well as its ground-breaking billing models based on clear, predictable fees, ensure that all business objectives will be achieved and even exceeded.



...and many more!



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As its name suggests, Voiceweb is solely focused on Contact Center technologies and has been one of the earlier pioneers of Speech & Natural Language Understanding for Customer Service since 2001 when these technologies were just emerging from R&D labs to commercially viable products & applications. Voiceweb products for customer self-service are fully based on AI technologies while the company also offers products for contact center agents: CCaaS, Live Chat and Agent Assist.

Enterprises in 20 countries have trusted Voiceweb to assist them in applying a customer-centric communication approach, meeting all their objectives and improving Customer Satisfaction. Utilizing ENELAI platform and support from our expert consultants -or local partners- our clients consistently achieve remarkable KPIs such as +65% NPS score and 95% self-service.