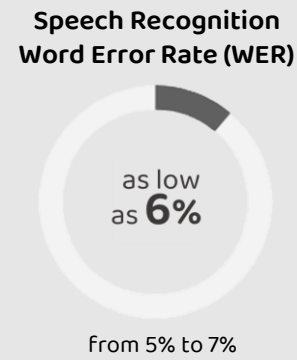
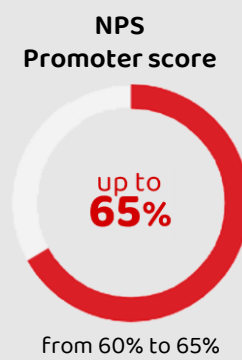
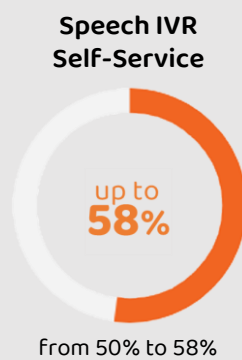
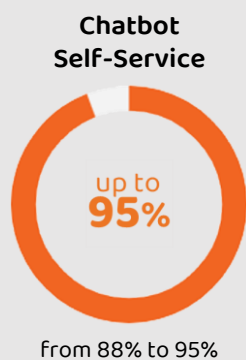


OmniChannel self-service

Voice IVR and chatbot



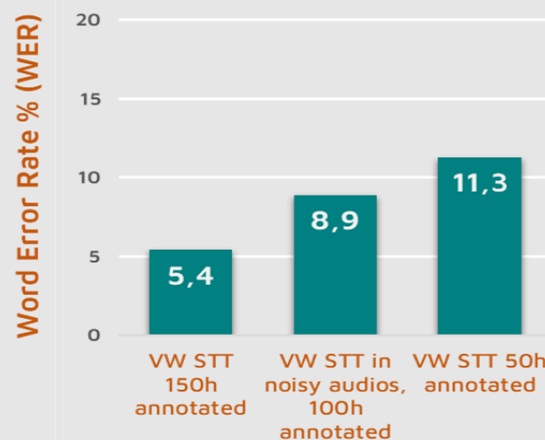
Voiceweb Customer Service Conversational IVR and chatbots utilize artificial intelligence (AI), machine learning and natural language understanding (NLU) to complete customer requests & tasks or answer their questions.

With Voiceweb ENELAI platform, Enterprises can deploy feature-rich Conversational IVRs and chatbots that will:

- ✓ **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 –even exceeded.
- ✓ **reduce load from agents, AHT and improve the Contact Center's SLA**
- ✓ **increase Issue Resolution and reduce Repeat Callers**
15% to 19% increase in First Call Resolution and 18% to 25% drop in Repeat Calls
- ✓ **deliver high Customer Satisfaction**
Typically 8.5+ CSAT score and 60% to 65% NPS (*)
- ✓ **deflect calls from the call center to chatbot**
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. (*)

Speech Recognition accuracy

Whether speech is deployed for IVR or a Chatbot, Voiceweb speech models will deliver as low as **5%** Word Error Rate for English language, and **6%** for most of the other supported languages, even for narrowband audios with noise (IVR and Contact Center audios).



(results for telephony narrowband audios)

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