

# CONVERSATIONAL AUTOMATION SOLUTIONS FOR CALL CENTERS

## TRANSFORMATION FROM COST CENTER TO REVENUE CENTER

Contact Center managers are well aware that they need to find ways to transform themselves from cost centers to revenue centers. But they need solutions that can make tangible improvements in their everyday operations starting on Day1.

Conversational Technologies can help them achieve the transformation by presenting customer management automation, seamless caller authentication and training modules build on insights from best-performing agents.

## OUR SOLUTIONS



Knowvu Virtual Agent  
answers 1 of 4  
customer questions  
without the need of  
live agents



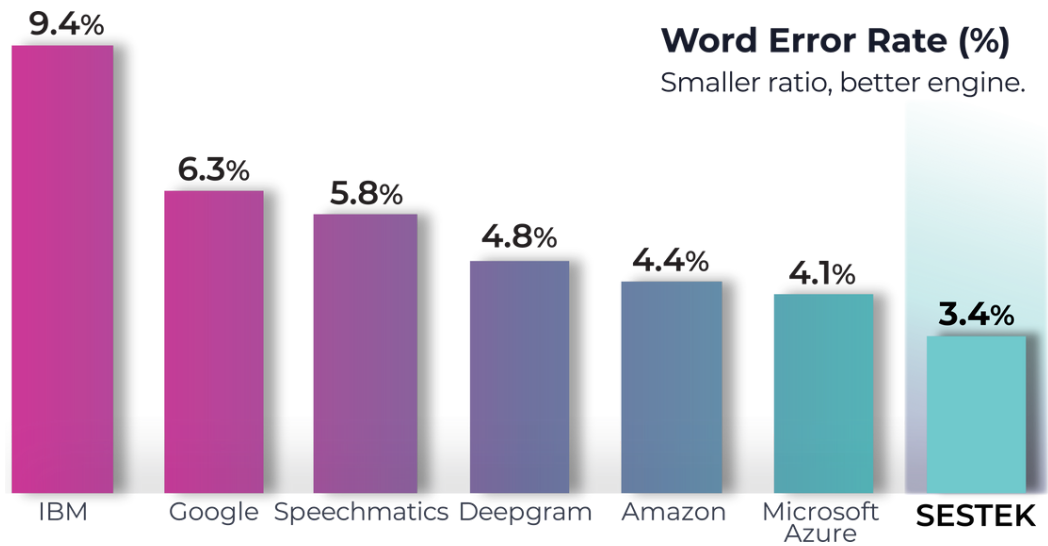
Knowvu Biometrics  
shorten calls requiring  
caller authentication by  
20-30 seconds



Knowvu Analytics  
help improve  
telesales operations  
by 48%

\*From actual customer testimonials

# Speech Recognition Comparison



Speech Recognition technology is the core of conversational solutions and our market-leading speech recognition accuracy (>97%) provides deeper analysis, more actionable insights and better results for your business.

## Call Center Use Case

1

### Knowvu Virtual Agent

With our 100% in-house developed Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, **Knowvu Virtual Agent** welcomes the customer on the website, mobile app or at the call center IVR, understands the intent and responds without the need for live agents.

2

### Knowvu Biometrics

Monitoring more than 100 unique parameters of her voice, **Knowvu Biometrics** authorizes the customer within seconds and now can provide more private information that require authentication.

3

### Knowvu Analytics

Root cause analysis feature presents tangible differentiators between top-performing agents and others. Indicators such as politeness, positive language, and enthusiasm can be compared. Keywords and phrases used by successful agents can be discovered and the insights can be used when designing training modules for agents-in-need.

