CONVERSATIONAL AUTOMATION SOLUTIONS FOR THE TELECOM

BEYOND CONNECTIVITY

Today's customers expect more than just connectivity from telecom companies. Providing a personalized, automated, and digitized experience is becoming the norm in the industry. Automation stands out as the key pillar in the route to digitalization, improving customer experience and customer loyalty and helping reduce customer-care costs.

Conversational Technologies can help telecom companies to reach their digitization targets by automating customer-related processes such as self-service transactions, caller authorization, and call center quality management operations.

OUR SOLUTIONS

KNOVVU
Virtual Agent

Knovvu Virtual Agent helps increase self-service rates by 15-25% at customer service operations

KNOVVU
Biometrics

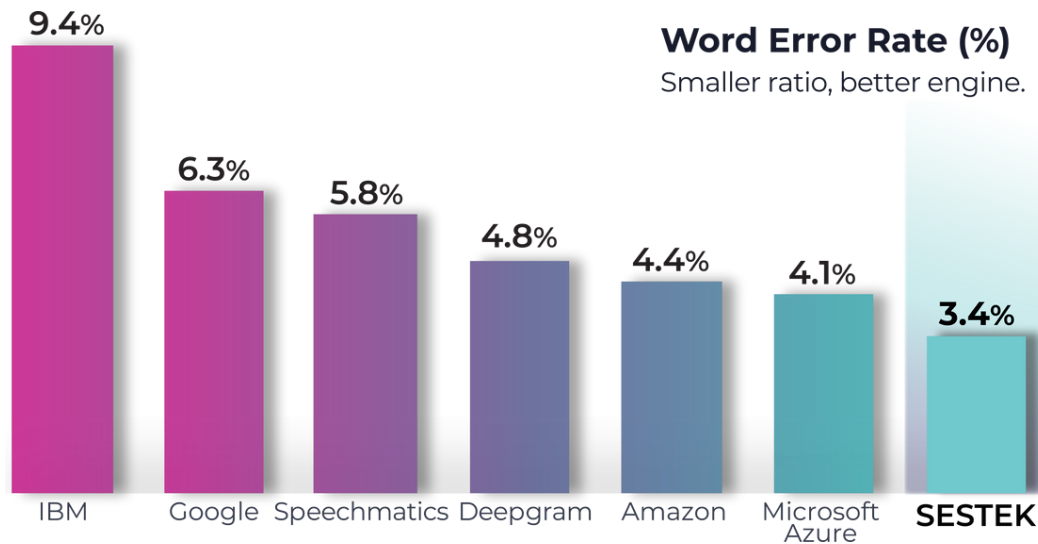Knovvu Biometrics shorten calls requiring caller authentication by 20-30 seconds

KNOVVU
AQM

Knovvu AQM help improve call quality at call centers by 24%

*From multiple customer testimonials

Speech Recognition Comparison

Word Error Rate (%)
Smaller ratio, better engine.

9.4%	6.3%	5.8%	4.8%	4.4%	4.1%	3.4%
IBM	Google	Speechmatics	Deepgram	Amazon	Microsoft Azure	**SESTEK**

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.

Telecom Use Case

1

Knovvu Virtual Agent

With our 100% in-house developed Speech Recognition (SR) and Natural Language Understanding (NLU) technologies, Knovvu 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.

Knovvu Biometrics

2

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

Knovvu AQM

3

Knovvu AQM collects, monitors, and scores 100% of customer-agent conversations (call, chat, and video) according to script adherence, acoustic indicators, and emotional features. The product supports supervisors to score and maximize agent performance with tangible feedback objectively.

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