

# Speech Enabled IVR

## Say “Hello” to fast, convenient customer service

Sestek Speech Enabled IVR lets customers speak to businesses in their own words. This allows for friendly automated customer self-service.

### Ask and you shall receive—all in your own words

Many businesses turn to Interactive Voice Response (IVR) systems to accommodate customer demands. Unfortunately, these systems can be confusing and time-consuming for customers to deal with. Whether the user mishears an option or doesn't understand which is appropriate, a lot can go wrong during a call. Sestek Speech Enabled IVR allows users to solve a problem in their own words. This intuitive self-service experience increases customer satisfaction while decreasing operational costs.

### A consistent experience at all hours of the day

Most business' customer service efforts are compromised by being limited to office hours. This is inconvenient to customers. And once customers are able to get in touch, they may have to wait ages before reaching a live agent. Sestek Speech Enabled IVR cuts time and frustration with a simple customer experience across all channels. Customers can start a conversation on one channel, then switch to another with ease. No matter which channel your customers choose, Speech Enabled IVR promises a consistent self-service experience.

### Boost satisfaction while cutting costs

If a customer has a bad support experience, they'll leave without giving it a second thought. In a worst-case scenario, they'll even tell friends to avoid a brand. But our software increases customer service and efficiency by offering intuitive self-service to customers. This saves your business on operational costs and increases sales. Speech Enabled IVR promises a consistent self-service experience for any channel.

### FACTS TO KNOW

- IVR can cost as little as 25 cents per interaction; live agents can cost \$6-12 per interaction. [\[according to oracle.com\]](#)
- By 2020, 85% of a customer's relationship with a business will be managed without interacting with a human. [\[according to mktimages.gartner.com\]](#)

## Speech Enabled IVR Key Features

### Human-like Conversation with Natural Dialog

The magic behind Sestek Speech Enabled IVR is our Natural Language Processing (NLP) technology. Using NLP, our Sestek Speech Enabled IVR understands customer needs just like a human would. With only one sentence, the software instantly connects them to their desired destination. That's a lot better than spending minutes stumbling through a complex IVR menu.

### Intent Recognition

Customers don't want to repeat themselves, and thankfully they don't have to. Sestek Speech Enabled IVR uses sophisticated intent recognition. This allows customers to state their need in their own words, including complex queries. Our software understands the meaning behind customer queries with high accuracy. If a query is ambiguous, the technology will ask additional questions to understand. This results in a humanlike dialog between customers and the software.

### Personalized Service

Good customer service requires tailoring your message to different demographics and needs. That's why our flexible service lets you to define different responses for different segments. For example, you might offer a more formal tone for business accounts than for younger customers. This helps customers better relate to and connect with your brand.

### A Fully Integrated Omnichannel Experience

We know that different applications work for different businesses. Sestek Speech Enabled IVR supports any client applications or channels you offer to customers. This includes integration with other Sestek Natural Dialog products. With so much flexibility, you can easily automate the customer experience with an omnichannel approach.

### Named Entity Recognition

There's no need to waste time defining variables like dates, names, numbers and more. Instead, let Sestek Speech Enabled IVR do it for you. Our technology automatically tags dynamic fields from customer conversations. This way you don't have to define each individually. For example, simply define "@date" for the system to match any date mentioned by the customer.

### Practical Decision Tree

Sestek Speech Enabled IVR is structured into a decision tree. This is like other IVR systems, which feature a main menu branching into sub menus. Offering a user-friendly interface, you can easily design your conversation tree from start to finish. This includes defining terms within menus to steer customers in the right direction. The technology also allows you to set a prompt for when the user makes an error or fails to provide an input.

### Additional Questions for Multiple Match

Our technology isn't confused by vague queries. Consider if a customer says something that relates to multiple menu options. Sestek Speech Enabled IVR will ask questions to understand the best option for them. This ensures high accuracy in reading customer intent every time. For example, consider what happens when a customer asks about their card. The system might ask whether they're asking about their card limit or card bonus. The customer then selects the option that best fits their need.

### Flexible Structure

Sestek Speech Enabled IVR feels right at home within premise or cloud-based environments. Thanks to its flexibility, you can integrate it with any system you or your customers prefer. You may also build tools around the system to address customer needs as you see fit.

### Patented Seamless Agent Technology

Sometimes people mess up—and sometimes technology does, too. While Sestek Speech Enabled IVR is incredibly accurate, it's possible that it will run into a low-confidence query. When this happens, the query is sent to a human agent. The agent then reads, corrects or verifies the decision before sending it to the customer. Thus, our Seamless Agent Technology helps human agents deal with inaccurate speech recognition. This is ideal for providing improved customer experience shortly after launching a project.

### Comprehensive Reporting

Don't worry about getting tangled up in detailed conversation trees. With a detailed reporting tool, Sestek Speech Enabled IVR gives you a bird's-eye view of menu distribution and all recognitions or matchings. By assessing exact, multiple or no-match distributions, you can keep track of whether customers use your system correctly. This in turn helps you revise menu design or find common problems the customer faces.

## TOP BENEFITS

### Say goodbye to confusing phone menus forever

Phone menus from typical IVR systems are often confusing. They punish user mistakes by wasting their time. Once a customer has navigated the menu, they often must wait long to speak to a human. Sestek Speech Enabled IVR avoids all these issues by allowing customers to explain their problem in their own words. It's just like talking to a human.

### Available whenever you need it

Businesses struggle to provide customer support outside office hours. Responses can even have long wait times on social media. Sestek Speech Enabled IVR is always available to help customers with round-the-clock service. And once customers make the call, they can immediately begin getting a solution with zero wait time.

### Here, there—a happy experience everywhere

People are busy, and different situations call for different modes of communication. No matter what channel your customers prefer Sestek Speech Enabled IVR provides a consistent and smooth experience. Even customers juggling different channels will receive smooth, uninterrupted service.

### Our recipe for success? Increasing efficiency while saving money

Sestek Speech Enabled IVR is an automated solution that customers love. By increasing automation, your business reduces operational costs. And by increasing self-service rates by 30%, your customers will be happier. This translates to repeat business, more sales, and a better reputation.

### Beat the competition

Customer service is the key differentiator among brands and businesses. Brands that better accommodate their customers' needs have an advantage over competition. By providing a premium humanlike customer service experience that customers love, Sestek Speech Enabled IVR helps clients come out on top.

## OTHER NATURAL DIALOG SOLUTIONS

- Chatbot
- Virtual Assistant

### About Sestek

Sestek has been a global provider of speech-enabled smart technologies since 2000. The company draws its strength from its patented technologies, pioneering role in the collaboration between academia and industry, and growing clientele from various areas of business. The performance and stability of Sestek's technologies and its flexibility in tailoring solutions to customers' needs provide this fast-growing company with a unique advantage over its competitors. Sestek's state-of-the-art products include Speech Analytics, Voice Biometrics, Text-to-Speech, Natural Dialog, Virtual Assistant, and Chatbot.