

Capability Overview

An IVR Revolution is Taking Place



It's time to focus on your customer's experience.

Dated menu trees that simply direct your customers back to an agent are no longer effective methods of customer service.

Online's Conversational IVR Experience

Empower your inbound customers with the ability to speak naturally. Their intent can be understood by advanced AI-powered speech recognition. No more pushing buttons to get through multi-level menus.



A woman with long brown hair, wearing a dark blue blazer over a white top, is smiling and talking on a black mobile phone. She is looking slightly to the left. The background is blurred, showing an office setting.

THE
EXPERIENCE
YOUR
CUSTOMERS
WANT,
THE CSAT
YOU NEED.

IMPROVE CALL
INTENT
DETERMINATION
BY UP TO
75%!

THE ADVANTAGES

Your customers want to interact with you in the most convenient way possible. Powered by CONVAI, Online's omnichannel platform deploys experiences to any channel, all built from one single bot workflow with the capability to integrate with any other platform or solution. A singular workflow means lower costs of ownership from IVR development and throughout the operational life cycle.



In addition to traditional voice interactions over the phone, a Conversational IVR offers customers the ability to speak naturally and an option to interact via text/SMS, web chat, FB Messenger, providing support so they can engage on their preferred communication channel.

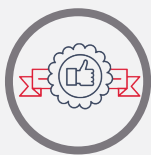
BUILD YOUR CONVERSATIONAL AI EXPERIENCE:



SPEECH-TO-INTENT: Today's customers are tired of trying to guess which of your IVR menus their query fits into. Our NLP engine listens while your customers speak.



PREDICTATIVE CALL HANDLING: Provide a personalized experience by automatically identifying and authenticating customers, and matching them with related information.



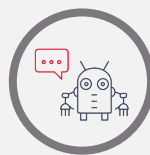
CUSTOMER SELF-SERVICE: Empower your customers to perform many of the tasks that previously required the assistance of a human agent's time. At any point in the process they can choose to be connected with a virtual agent.



PRE-BUILT MODULES: Online provides customers with pre-built modules required for most of today's use cases. These modules are fully customizable and can be implemented out-of-the-box in mere hours.



24-7 SCALABILITY: Virtual agents are available 24-7 to provide customers with automated options via chat and voice support. As inquiry volume increases, virtual agents are 'there' to handle the workload.



SELF-LEARNING IVR: With machine learning, Online's Conversational IVR is able to recognize which response produces the customer's desired outcome. Issues are resolved faster producing a higher CSAT score.



PRE-LOADED INTENTS: The natural language processing (NLP) engine is pre-configured to handle many industry standard IVR workflows. Taking this baseline intent management to the next level, our conversational IVR capability can be easily integrated into your business requirements.



AI-POWERED VOICE: Our sophisticated text-to-speech capability helps remove costly and restrictive pre-recorded messages that limit customer services abilities.

THE POSSIBILITIES

The adoption of Artificial Intelligence (AI) and Natural Language Processing (NLP) makes implementing a true conversational IVR solution possible.

By implementing a Conversational IVR you should expect to:

> **Optimize your Contact Center**

Whether your contact center is already in the Cloud, or is running on-prem, a conversational IVR will allow you to reduce agent calls, improve call routing, and seamlessly blend channels while maintaining complete customer context. These improvements equate to significant savings.

> **Personalize the Customer Interaction**

By leveraging NLP and knowledge and automation, you can provide a customized experience for your customers at every step in their call. By identifying the customer's needs you can proactively address their issues – without needing an agent intervention.

At key moments during the call, the solution can offer customers additional information through digital channels such as SMS or mobile web. This helps gracefully transition your customers to lower cost and rich interaction channels.



Quick Implementation

Our development platform and approach allow us to implement a conversational IVR solution in mere weeks.

Your existing scripts and call workflows can be repurposed, additional channels can be incorporated, and workflows optimized easily through visual graph workflow builder after launch.

NEXT STEPS

To learn more about how Online Business Systems can optimize your customers' experience, visit obsglobal.com

 **Results. Guaranteed.**