

Phone Agents with Speech to Speech AI Explained

- Transform your customer response times
- Increase Leads
- Drive Customer Satisfaction and repeat business higher

What use cases?

Functional Use Cases	Specific Features
Customer Support	<ul style="list-style-type: none">• FAQ Handling: Answers common questions regarding products or services.• Issue Resolution: Assists in troubleshooting common problems.• Ticket Creation: Logs issues that require human intervention.
Billing & Payments	<ul style="list-style-type: none">• Balance Inquiries: Provides information on account balances.• Payment Processing: Assists customers in making payments over the phone.• Billing Issue Resolution: Addresses questions or disputes related to billing.
Scheduling & Reminders	<ul style="list-style-type: none">• Appointment Management: Schedules, reschedules, or cancels appointments.• Reminders: Sends reminders for upcoming appointments or important dates



Conversational AI



AI RAG



Agentic AI



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What use cases?

Functional Use Cases	Specific Features
Order Management	<ul style="list-style-type: none">• Order Tracking: Provides updates on order status and estimated delivery times.• Order Modification: Assists in changing or canceling existing orders.
Sales & Lead Qualification	<ul style="list-style-type: none">• Lead Capture: Gathers information from potential customers.• Qualification Questions: Asks questions to determine the viability of a lead.• Product Recommendations: Suggests products or services based on customer needs.
Surveys & Feedback	<ul style="list-style-type: none">• Customer Satisfaction Surveys: Collects feedback on products or services.• Net Promoter Score (NPS): Measures customer loyalty and satisfaction.

What Capabilities does a Phone Agent have?

Core Functionalities	Specific Features
Natural Language Understanding (NLU)	<ul style="list-style-type: none">• Intent Recognition: Identifies caller's purpose (e.g., "I want to check my order status").• Entity Recognition: Extracts specific information like dates, names, or numbers.• Language Support: Understands multiple languages and dialects.• Context Handling: Maintains context over the course of a conversation.
Automatic Speech Recognition (ASR)	<ul style="list-style-type: none">• Speech-to-Text Conversion: Transcribes spoken language into text in real-time.• Accent and Dialect Accommodation: Accurately recognizes speech from various accents and dialects.• Noise Handling: Distinguishes speech from background noise.

What Capabilities does a Phone Agent have?

Core Functionalities	Specific Features
Conversational Flow Management	<ul style="list-style-type: none">• Dialogue Management: Manages turn-taking and guides the conversation logically.• Error Handling: Provides prompts for clarification when misunderstandings occur.• Multi-Turn Conversations: Handles complex interactions involving multiple exchanges.
Integration with Backend Systems	<ul style="list-style-type: none">• CRM Integration: Accesses and updates customer information.• Database Queries: Retrieves information like order status or account balances.• Transaction Processing: Facilitates actions such as payments or appointment scheduling.



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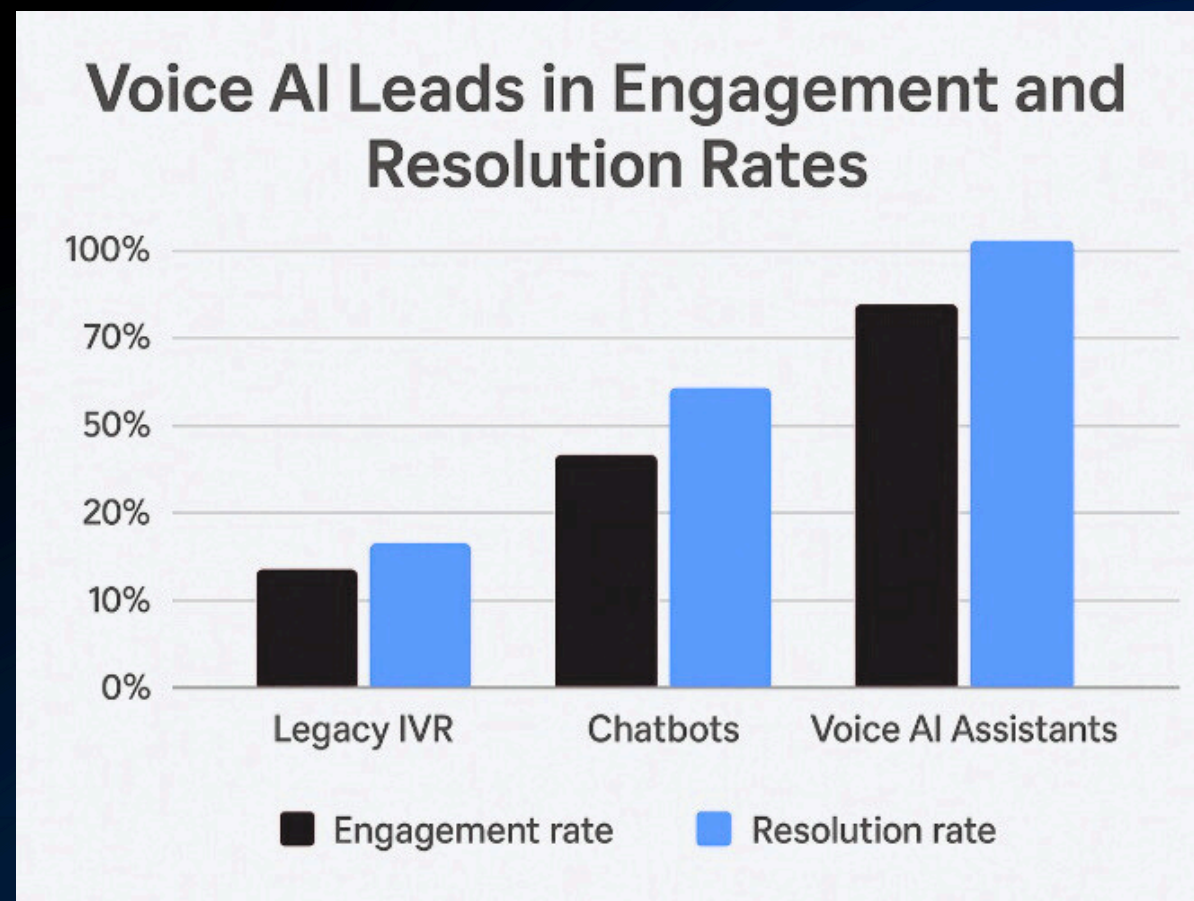


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Are Speech to Speech Agents better than IVR and Chatbots?



The simple answer is **way better** than forms.

- **Higher** customer engagement
- **Higher** query resolution than other technologies



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How do the AI Agents achieve these results?

	Before	After
• Transform your customer response times	Form	Conversational Agent
• Response time hours (out of hours) to instant answers	Waited hours	Instant answers
• Drive Customer Satisfaction and repeat business higher	Not Waiting	Got my answer Booked

“Before we had a tonne of digital messages to answer in the morning”

Now we have

- 30% more bookings
- 50% more leads
- 4.8 Trust pilot rating (before 4.1)



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