How Do You Become A Customer Obsessed Organization

Jim Freeze

interactions

EFFORTLESS CUSTOMER INTERACTIONS. ANYTIME. ANYWHERE.

We provide proven, omnichannel Intelligent Virtual Assistants that seamlessly assimilate conversational AI and human understanding. We enable brands to deliver dramatically improved CX that transforms customer outcomes and provides demonstrable operational savings.

100M
In 2018 revenue

40%+
5-year revenue CAGR

99%
Customer retention

1,200+
Patents in AI, NLU, machine learning, ASR

Privacy Shield Framework

EU GDPR COMPLIANT

HIPAA COMPLIANCE

PCI DSS COMPLIANT

500+
Employees

—DELIVERING—

Billions
Customer interactions and growing

HYATT

LifeLock

H&R BLOCK

europ assistance

KIWI·COM

MetLife

CX IS THE NEW BRAND

By 2020, customer experience
will overtake price and product
as the key brand differentiator.

(Walker Group, 2018)

CUSTOMERS ARE FRUSTRATED
by ineffective technology

IVR & DTMF

Chatbots

Misroutes

Hold times

Robotic

Repetition

Not conversational

Frustration

Bad CX

Immature

Disjointed

Siloed

"Please visit our website"

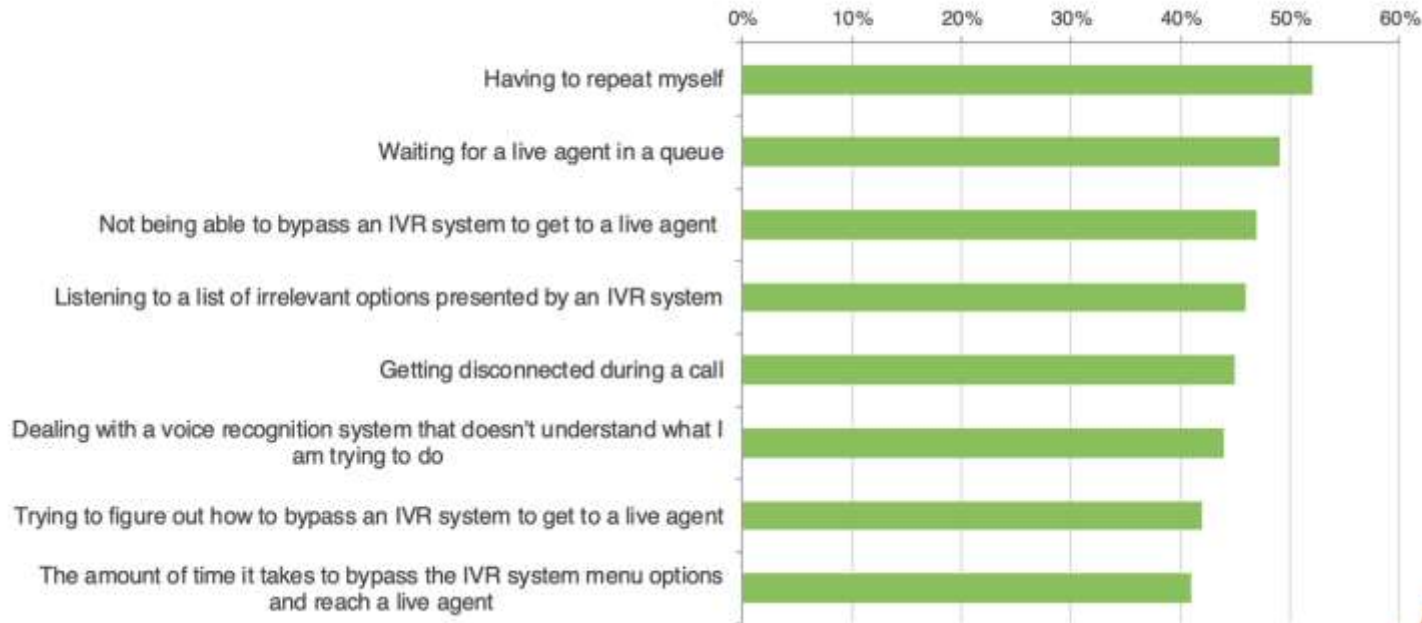"Your wait time is 30 minutes"

"Please hold while I transfer you"

"I didn't get that…"

"You can say things like account balance…"

"Press or say 1 for billing"

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94% OF CONSUMERS HAVE BEEN FRUSTRATED WHEN USING VOICE INTERACTIONS

Top frustrations when using voice interactions to communicate with a company

What customers want - A seamless customer journey

⭐ A channel-less connected journey

⭐ Allow preferred channel of choice

⭐ Redirect to preferred channels

⭐ Allow changing channels and modalities

"Sure, Mr. Smith...
I've sent you a text with your policy information"

What do brands want - Improve CX while reducing cost
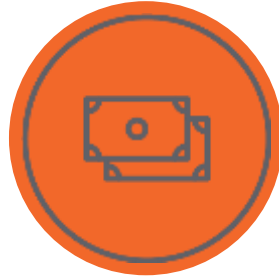
INCREASE
revenue

REDUCTION
in cost

INCREASE
Retention

ELEVATE
staff value

INCREASE
loyalty

Interactions Blends Conversational AI and Human Intelligence at Real Time

Natural and Conversational

Unprecedented understanding regardless of languages, accents, multiple speakers, background noises etc.

Real time machine learning

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Effective and quick Voice AI solution increases the likelihood of..

70%
72% Millennials

Participate in a customer satisfaction survey

69%
75% Millennials

Recommend the company to a friend/family member

66%
68% Millennials

Choose voice interactions over texting/typing as my preferred channel

60%
73% Millennials

Increase purchases with the company

49%
62% Millennials

Compliment the company on social media

48%
60% Millennials

Provide personal information so the AI solution more effective next time

Make agents more productive

MetLife

GOAL:
Offer customers an easy way to navigate through numerous products and services and get effective self-service

✔ Reduced AHT by 45 seconds

✔ Dramatically reduced misroutes to 2-3%; improved CSAT by 7 percentage points

✔ Over 25% of customer queries are handled without any agent involvement

Increase customer engagement while maintaining agent count

KIWI.COM

GOAL: Customer care solution that would make traveling a breeze for customers around the world

✔ 20-25% of customers are able to self-serve within the IVA

✔ Easily accommodate seasonal spikes in calls for travel bookings

✔ Saved kiwi.com from having to hire equivalent of 8 additional FTE

Automate the right tasks, show ROI

HYATT ®

GOAL: Conversational Reservations Assistant that helps customer service representatives focus on revenue generating tasks

✔ Partial reservations to optimize agent productivity
✔ Reduced cost per call by 33%
✔ 125% YoY ROI
✔ Saved $4.4 Million in Opex

Thank you