[24]7

A customer has a problem using her credit card. She calls into the IVR to get assistance

Traditional IVR

The caller is presented a fixed menu

She sees that none of the options presented matches her intent

She presses '0' to connect to a live agent

Next Generation IVR

The caller says 'My card is not working'

Account Lookup shows that the card was declined because of it's past due status

She is given this information and presented menu options for credit card payments

One of the most hated aspect of IVR is the long list of buttons one needs to press to reach the intended option, especially if it's buried many layers down in the menu. Most customers simply press '0' or say 'agent' to get connected to a live agent.

But there is a way out of this nightmare scenario. With [24]7's natural language capability, a customer can simply state his intent in a conversational manner. The application uses a caller's spoken input along with his contextual data to accurately predict his intent.

So now, irrespective of the depth of IVR menu tree, a customer can reach the selection he wants quickly. This ensures that simple, repetitive calls are contained in IVR channel itself and only complex calls get transferred to live agents.

Results

Within the first month of deploying [24]7's natural language capability, one client observed:

- 13% improvement in IVR self-service rate
- 95% accuracy in determining caller intent across a list of 30 potential

What it means to you

Adding natural language capability to your IVR system makes it simpler and faster for your customers to self-serve. This reduces your customer service cost and improves customer satisfaction.

Let [24]7 help your enterprise achieve extraordinary results. Contact us today.