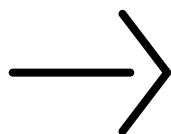




VIER **evolve**



COGNITIVE VOICE GATEWAY



Voicebots automate
customer dialogues.

AUTOMATED CUSTOMER DIALOGUE

Customer service suffers a chronic shortage of skilled workers.

This leads to long waiting times on the telephone, dissatisfied customers, and frustrated employees. They end up doing monotonous, repetitive tasks under great pressure while complex, more valuable tasks remain undone.

Therefore, support your employees by using AI-based voicebots. Automated dialogue systems understand your customers and can often take over recurring tasks. A further advantage: your customers get round-the-clock service.

The technology for delivering such bots is rapidly evolving. Therefore, we have integrated the best technologies with our telephony platform and made them easily accessible so you can easily build good bots.

»Gartner predicts that by 2026,
one in ten agent interactions will be automated.
This is a significant increase from the estimated 1.6% interactions
that are currently automated with AI.*«



SMART INTERACTION, THANKS TO CONVERSATIONAL AI

Automate your telephonic customer dialogue with conversational AI. When doing this, you can fall back on the text-based chatbots that you are currently using. Give your bot a suitable voice and good listening comprehension with speech synthesis and recognition optimal for your application. Integrate the voicebot into your contact center environment.

Advantages

- › Higher efficiency at reduced costs by automating answers to standard queries
- › Interplay between bot and human in customer service through contact centre integration
- › Choice of market-leading conversational AI solutions and language services for the best possible user experience
- › Advanced use of your chatbots for telephonic and online conversations

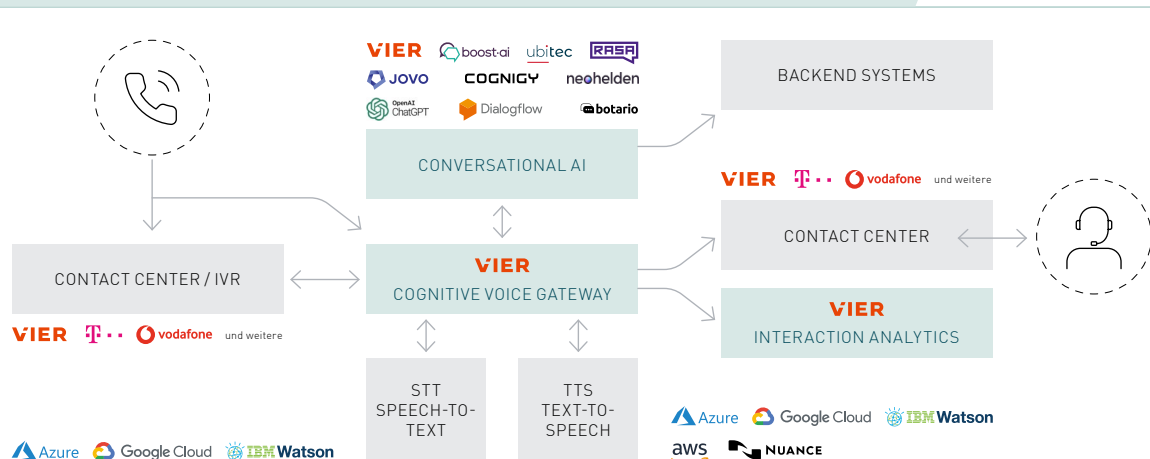


MARKET-LEADING LANGUAGE TECHNOLOGY AND CONVERSATIONAL AI

The prerequisite for a good voicebot is high-quality voice recognition (speech-to-text). We, therefore, incorporate the market leaders Microsoft Azure, Google Cloud, and IBM Watson. Specially trained language models can be used for the recognition of industry- or company-specific terms such as product names or account numbers. In addition, essential for a good user experience is a suitable voice to produce speech output that is as natural as possible (text-to-speech). With the voices of Amazon Polly, Microsoft Azure, Nuance, Google Cloud, and IBM Watson we offer you a wide spectrum. This also includes the latest neural voices, which sound very human. With SSML (speech synthesis markup language), the speech output can be further optimized, for example, by changing the emphasis or the language speed or by inserting pauses.

The dialogues themselves, including the recognition of customer queries, are defined in conversational AI. Boost.ai, Cognigy, Google Dialogflow ES, Google Dialogflow CX, Jovo, Rasa, and ubitec are already integrated as well as the solution developed by ourself, **VIER Conversational AI**. If you are familiar with one or more of these tools, you will very quickly create your first voicebot in conjunction with **VIER Cognitive Voice Gateway**. Further conversational AI solutions can be connected through our open APIs, see <https://cognitivevoice.io/specs>. **VIER Interaction Analytics** is integrated to optimize the bot further by evaluating customer conversations. For some contact center platforms, we offer existing integrations. Further solutions can be connected through open APIs.

VIER Cognitive Voice Gateway in the Contact Centre Environment



>> NATURAL DIALOGUE WITH A MACHINE

Customers already expect simple questions answered on the phone and online 24/7. In the next few years, the expectations will become even higher. Take a step further, and stop squeezing your customers into a restrictive IVR menu. With **VIER Cognitive Voice Gateways** your IVR becomes capable of dialogue, and your customers can speak to the machine in a natural way. With **VIER Cognitive Voice Gateway** you can turn your text-based bot into a voicebot that listens to your callers and speaks to them.

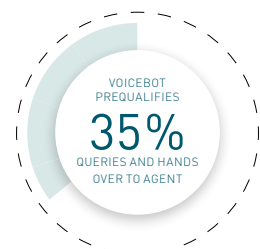
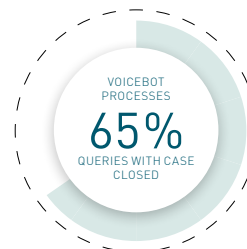
Use the tools and the programming language of your choice and develop telephony and speech-enabled bots based on our integrations and APIs.

In addition, support your agents with live transcription and information that is called up from your existing backend system, so that relevant information can be provided quickly and easily during the conversation.

Tasks that your new voicebot can take over:

- > Upstream processes (query recognition, topic selection, customer number query, authentication, etc.)
- > Routing to the right group based on pre-qualification
- > Handover from the voicebot to the agent
- > Consideration of the result of user authentication (by requesting data or by voice)
- > Display and use of data requested by the voicebot (customer number, query etc.)
- > Voicebot takes over downstream processes (customer satisfaction survey, document dispatch, etc.)

USE OF A VOICEBOT BY A
PARCEL DELIVERY SERVICE.
THE RESULT:



VIER RE-IMAGINES CUSTOMER DIALOGUE

Do you want to develop your company further with VIER evolve? We would be happy to assess your personal requirements in a non-binding consultation appointment.

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