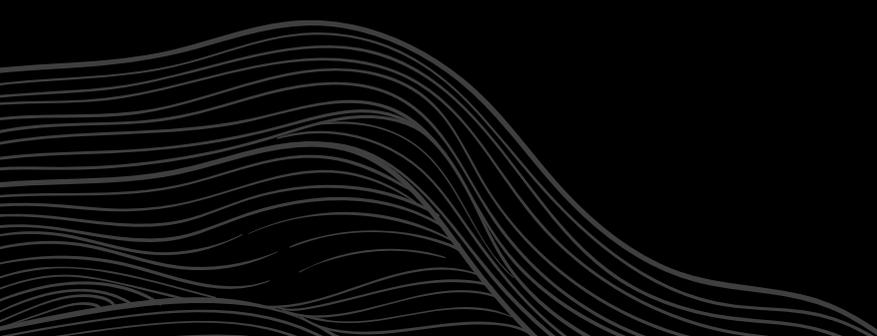




SMART TELEPHONE ASSISTANT (STA)

Service introduction



What is this?

Smart Telephone Assistant (STA) is the new Artificial Intelligence-powered Solution for Contact Centers automation.

This Solution allows Call Centers and Customers Support hotlines of any scale to automate handling large portions of **incoming phone inquiries**.



THE SYSTEM CAN COMMUNICATE OVER A PHONE WITH CALLING CUSTOMERS MIMICKING A HUMAN-LIKE CONVERSATION IN ORDER TO:



Understand what kind of information a calling customer needs

(asking a regular question, resolving a technical issue, checking account statement, checking delivery status etc.)



Find required information and provide such information to the customer

(answering regular questions, guiding through problem resolution steps, telling information regarding billing/account statement, resetting password etc.)



Register any required information from the calling customer and save it in CRMs/ DataBases

(names, contacts details, areas of interest etc.);



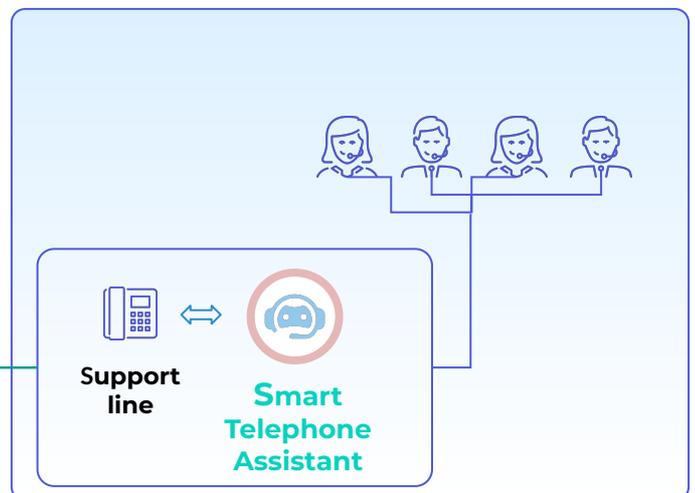
Post-process collected information

(making reservations / scheduling appointments, sending emails, making calls, initiating additional inquiries for other teams).

Customers



Human operators

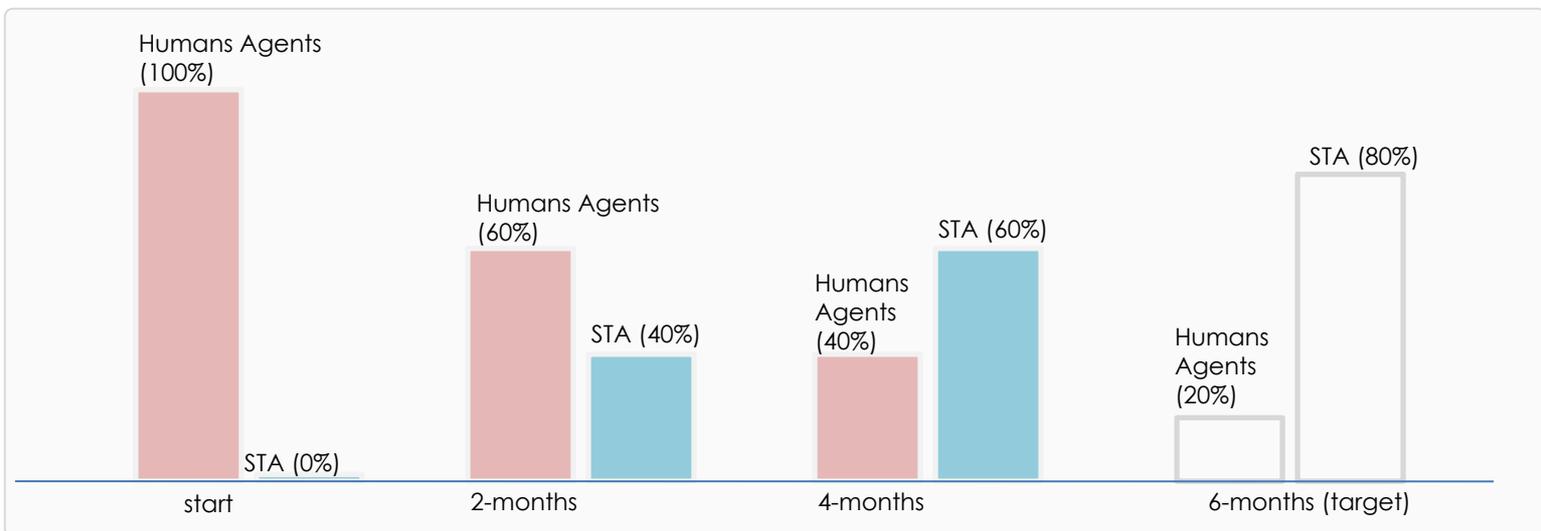


Can Smart Telephone Assistant replace Human Agents entirely?

 Smart Telephone Assistant requires continuous **skills training** during initial months after the implementation. This training process allows to gradually tailor the Solution towards specific communication styles of your customers. As a result, Smart Telephone Assistant will be progressively increasing its effectiveness and improving the overall customers experience.

Depending on a nature of your phone support operations, Smart Telephone Assistant is estimated to effectively take over around **60% - 80%** of your current incoming calls volume. However, some level of human operations will still be required to process the remaining **20 - 40%** inquiries. The Solution can transfer such calls once the need for a live agent assistance identified during a call (complex non-standard case, high level of ambiguity in a customer's request etc.):

Expected Customers Support workload distribution dynamics



Expected benefits



COST REDUCTION

minimum people required for support operations as the majority of the workload will be handled by Technology.



SERVICE AVAILABILITY

STA can handle incoming calls 24x7 with no service interruption.



SERVICE CONTINUITY

no support interruption would occur during force majeure situations (i.e. COVID-19 when many Call Centers around the World entirely suspended operations).



OPERATIONAL EFFICIENCY

STA is capable of handling not only customers' calls but also processing post-call work such as making reservations / appointments, sending email reports or adding information to DataBases.

Available languages



English
(US)



English
(UK)



German



Spanish



Korean



Japanese

Note: More languages will be added in 2023

Demo recordings

The audio examples below demonstrate how STA handles incoming calls:



Example 1 (handling a simple job opportunity inquiry)

<https://atify.ai/downloads/smart-telephone-assistant-sample1.mp3>



Example 2 (identifying a need, collecting contact information and setting an appointment)

<https://atify.ai/downloads/smart-telephone-assistant-sample2.mp3>

For inquiries please contact our AI Product Team at info@atify.ai

We'll get in touch shortly to design the most suitable system for your Business.

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