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# Enriching your customer interactions with AI tech

Concierge delivers the latest in smart IVR tech in a quick to deploy, cost effective package making that adds value to both customer and business.

## What is Concierge?

Designed to enrich the initial customer interactions during IVR sessions to add value to both customers and organisations.

Utilising artificial intelligence Concierge can automate conversations, facilitate accurate call routing, deliver targeting marketing and perform real time analytics on call intent.

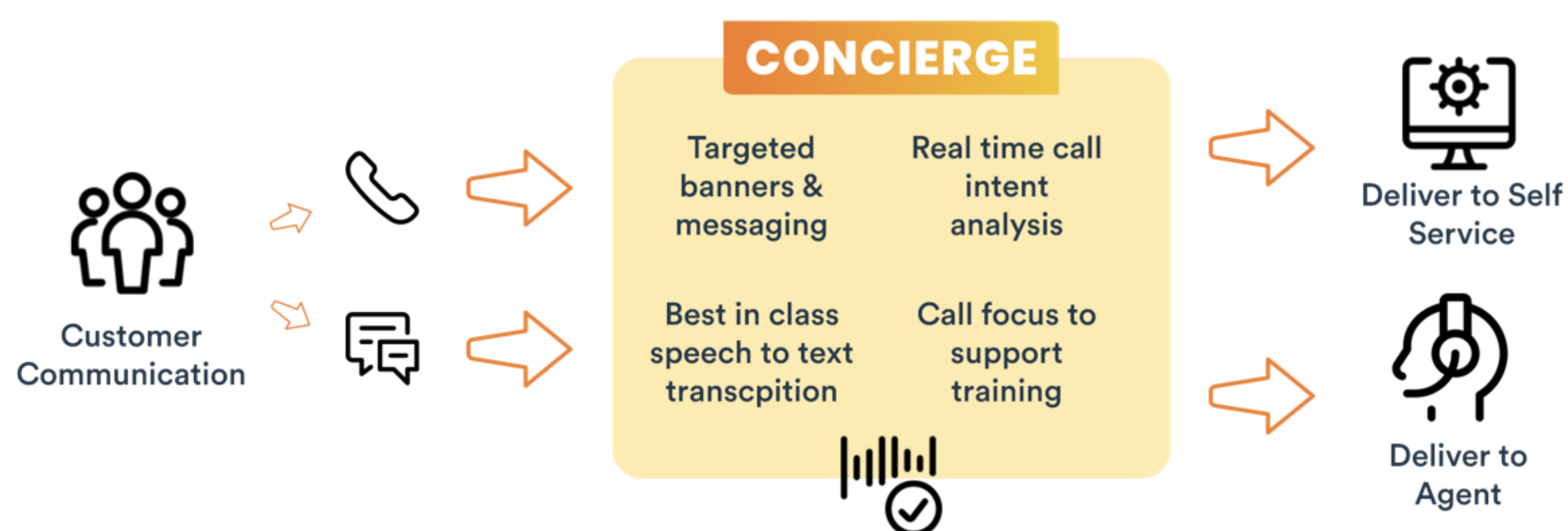
Overall concierge provides a toolkit of powerful features improving the efficiency of your call centre.

### Key Benefits

- Increased agent productivity
- Increased self service uptake
- Provide targeted banners
- Facilitate a digital channel shift
- Improve agent and customer engagement
- Support speed to competency

## How it works

Connecting to you existing call centre Concierge acts as a layer in front of a connection to an agent working to smartly engage, manage and deflect inbound calls in ways which benefit customers and the organisation.



## Everything you need

Concierge gives your business the opportunity to deploy the latest AI technology at a cost-effective price point, for the first time allowing your business to access this technology.

### Capture caller intent for insights and actioning

- Best in class Google/AWS recognisers (Speech to text)
- Capture what customers actually say they are calling about
- Present Intent/transcript to live agent, allowing them to tailor their greeting and take control of the call.
- Reduce AHT while improving CX

### Targeted deflect to self-serve, and other non-voice channels

- Reduce load in contact centre during busy times
- Socialise existence of self serve for future use

### Dynamic and intuitive contact centre manager interface

- Create targeted IVR banners and simple call controls from within the GUI in real-time
- Respond directly to demand
- No change request, no lead time
- Best in class Google/AWS Text to Speech (TTS)

## Delivering results

### BIGW

- BIG W contact centre reported a 10% reduction call related to "where's my order"
- Consistent deflection of 1-3% of targeted calls per invocation
- Average call handling time was reduced by 10-30 seconds

### Panasonic

- 25% call reduction by routing all spare parts queries to external distributors
- Average Handling Times have been reduced by 17%
- Contact centre operation costs fell by 25%