From Chatbots to Voicebots
20 years in speech processing

13 years of commercial activities

50+ people
The categorization of call topics is done automatically by voice analytics, with up to 97% accuracy.

Calls are categorized automatically, eliminating the need to spend 10 to 15 seconds on each call’s categorization.
Voicebot as a solution

Hi, my name is Lucas

Nice to meet you Lucas

Speech to Text

NLU layer

Application logic

Text to Speech
Hey Phonexia, we need technologie for Voicebot!

A road to Voicebot
doleva a teďka zkouším ... a ... včely ... včera a ... do las a ... sem ... a zapojovala ... v internet ... a ... bylo ... to ... plně ... a ... podivný ... já ... vlastně ... ústředny sou taky ke nás zajímají protože ... s m r a zmrzlin
When the customer stopped to speak?
I need to know when the customer shared the intent to feed NLP/NLU layer.

Why we miss some words?
Can I add them?

Why we don’t get the transcription of names or streets?
Entities as numbers, dates, names and streets are important. How to cope with them?
Result of the effort

Combination of Phonexia Speech to Text and partner’s NLP/NLU reached 93% accuracy of intent detection
Voicebot Use Cases
Customer Satisfaction Survey
Ask your customers in natural way and get their feedback about your company and service/product.

Smart IVR
Give your customers the required information. Anytime, immediately and conveniently.

Reminder
Remind or confirm with your customers a scheduled meeting or payment automatically.

Your Own Use Case...
Use Speech as the most natural way of information exchange for your use case.
Near future for Voicebots?

- Speaker Identification
- Age Estimation
- Language Identification
- Speech Quality Detection
Voice Bots
Voice Biometrics
Voice Assistants
Speech Analytics
Key Takeaway:

Voicebots are here to:

1. Automate repetitive calls
2. Cut off Contact Center costs
3. Provide with better Customer Experience