

From Chatbots to Voicebots





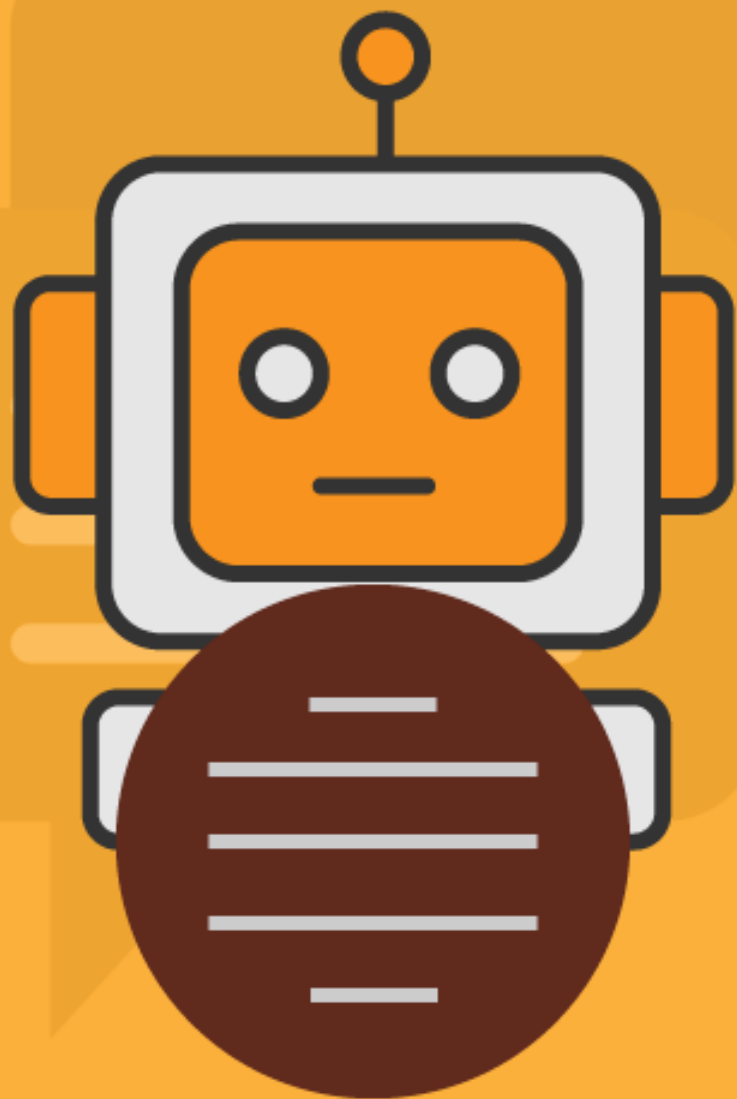
20 years in
speech processing



13 years of commercial
activities



50+ people



Speech Analytics



Speech
Transcription



NLP/NLU layer



Keyword spotting



Speech to text



Categorise & analyse



Research & insights



**HOME
CREDIT**

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.

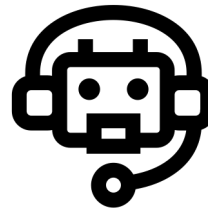
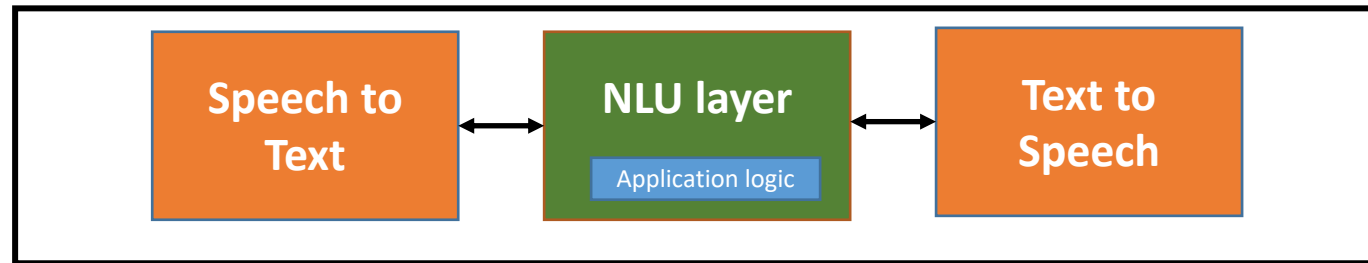
Voicebot as a solution



Hi, my name is
Lucas



Nice to meet
you Lucas



A road to Voicebot

Hey Phonexia, we
need technologie
for 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 kc 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



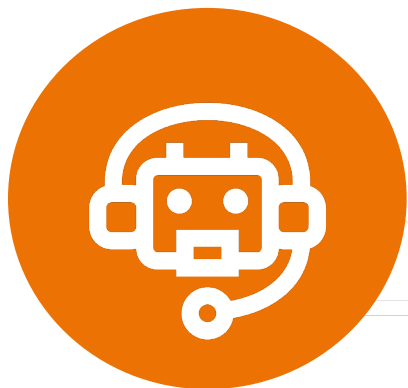
Age Estimation



Language Identification



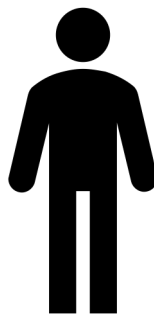
Speech Quality Detection



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