

Use
Conversational
AI to deliver
exceptional
customer
experiences

Conversational AI for Business and Customer Communication

Vonage's Virtual Assistant adds intelligence to any conversation in a customer's journey, making the customer experience a true competitive advantage by using AI to deliver enhanced self-serving interactions that engage every caller in natural language.

Make automation your competitive advantage with a Voice AI representative that has the ability to answer every customer immediately, facilitate a conversation to understand their needs, and execute the appropriate action.



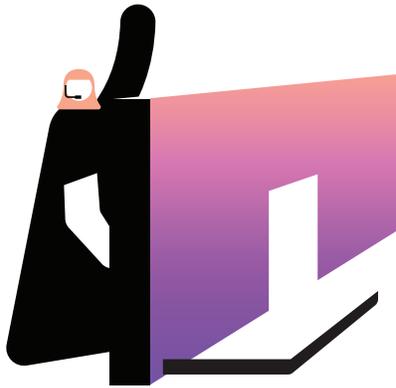
Key Capabilities

- Voice-enabled self service
- AI-driven conversations
- Natural Language Understanding
- Flexible, easily tailored, compliant solution
- Secure and seamless integration with Contact Center
- Omni-channel capability



Key Benefits

- Add contact center capacity without increasing headcount
- Provide 24 hour service with minimal human involvement
- Increase customer satisfaction - CSAT, CES, NPS
- Increase sales and reduce compliance risk
- Reduce wait times
- Increase business insights
- Drive operational efficiencies and reduce costs
- Immediate resolution to straightforward and repeatable queries
- Free up live agents for more complex queries
- Increase overall First Call Resolution rate
- Improve Average Handle Time



Inbound query resolution

Every organization needs to be as efficient as possible while giving customers great experiences. Customers have questions that need answering: "Where is my shipment?", "What is the status of my order?". With a quick link to your CRM / ERP, the virtual representative can answer these and many other questions 24/7, freeing agents to focus on high-value loyalty-building interactions.

Outbound phone campaigns

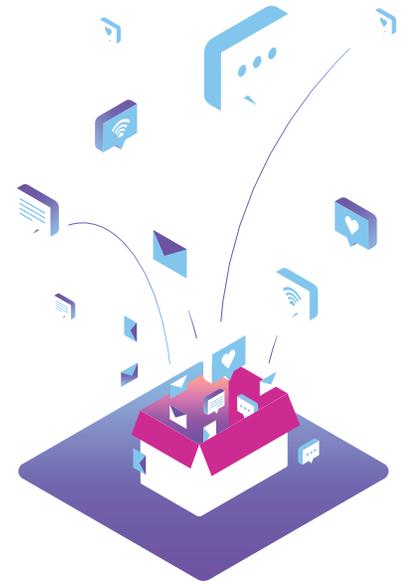
When performing a survey, qualifying leads or executing a recall, the most efficient and scalable way to carry it out is via a discreet and tactful virtual representative.

Phone operation business continuity

Even when the worst happens, customers can still get service over the phone. A virtual representative for business continuity can handle calls in high-volumes during emergencies and disasters, or while the call center queue is peaking.

Concierge or Receptionist

Asking questions of a concierge or receptionist can be a slow and frustrating process; long wait times are not uncommon as they prioritize inquiries. Automating this process provides a dedicated "person" that can respond immediately and can scale massively.



Routing calls

IVR trees are powerful, particularly Vonage's. They can route customers to correctly skilled agents, allowing for the optimization of both agents and resources. Unfortunately, if built badly, IVRs can provide a poor customer experience and create long wait times until agents become available. When the IVR becomes voice-driven (using ASR-automated speech recognition), it understands the customer's problem in their own language and then answers the question.

Contact Us

Vonage Contact Center powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.

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