

CUSTOMER-LED VOICE ASSISTANT FOR RETAIL

HIGHLIGHTS

50%

CALL CONTAINMENT

10

LANGUAGES SPOKEN

85%

CSAT SCORE



Understanding every caller, regardless of accent



Managing queries around order and repair status



Answering brand and store-specific FAQs



Routing calls to the right department



Updating customer records with pertinent information

CASE STUDIES

Multinational logistics company October 2021 - Present

Brought in to standardise customer experience across multiple countries, to ensure that every caller received the best service possible.

- Handled 50% of all calls
- Spoke to customers in 10 languages
- Integrated with Five9 and in-house order management platform

High street retail bank November 2022 - Present

Brought in to offer 24/7 customer support over the phone.

- Handled 35,000 calls per week
- Reduced average call handle time from 12 minutes to 41 seconds
- Reduced misrouted calls from 29% to 14%

