



babelforce is the #1 most flexible platform for enterprise contact centers. We make customer service easy, whether it's inbound, outbound, self-service or multichannel.



Why do businesses choose babelforce?

The payback period for babelforce users is just

3 months

The typical Return On Investment is

150%

Our clients reduce cost-to-serve by

one third

Agent productivity increases by

20%

Case Study: DACH Fintech startup

Our client is a new entrant to Fintech with a big ambition to make financial services more accessible than ever.

However, they face an age-old challenge for financial service companies: reducing friction in customer journeys while working within a tight compliance framework.

We helped them to address this challenge in 3 key ways:

- Our zero data retention policy gives them peace of mind that we store *absolutely* nothing sensitive.
- Pre-built automations allow them to select and implement the specific services they need.
- Configurable call recording drastically reduces the exposure of payment information and other data.

babelforce offers full control over how data is stored. We retain 0%

Our clients maintains a 40 second service level above 95%



Easy for customers
Easy for agents
Easy for you

babelforce.com



The bottom line



Deploy over 70 languages in conversational AI



Automate up to 90% of tasks



Go live in under 8 weeks



Reach net benefit of €5million per 50 agents



babelforce is the #1 most flexible platform for enterprise contact centers. We make customer service easy, whether it's inbound, outbound, self-service or multichannel.



babelforce for your contact center



Speech recognition

Offer best-in-class self-service with multilingual conversational AI



No-Code automation

Add automation to any journey or interaction with simple, intuitive tools



Compliant call recording

Zero or contracted data retention or use your own storage for GDPR & PCI



Deploy anywhere

Host anywhere, with dedicated SLAs for guaranteed uptime and call quality



Integrate your tools

Connect every tool you rely on, from telephony to CRM to your Zendesk



Flexible call flows & routing

Adjust any customer service process in minutes with simple tools and tags



Real-time monitoring

Track every KPI that matters to your success and automate reporting



Infrastructure-agnostic tools

Your phones, PBX, ACD - keep your infrastructure or replace them with us



Outbound engagement

Boost sales and retention with automated dialing and Click2Call



Easy for customers
Easy for agents
Easy for you

babelforce.com



The bottom line



Deploy over 70 languages in conversational AI



Automate up to 90% of tasks



Go live in under 8 weeks



Reach net benefit of €5million per 50 agents