



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:

International Insurance Client

Our client is a major US-based insurance provider with a global customer base. Like many established brands, they faced competition from young, agile start-ups with no legacy systems or processes to slow them down.

Their main focus was to increase automation in common processes without undermining CX. They identified First Notification of Loss as an ideal candidate and asked us to investigate how major elements could be automated.

We deployed a conversational AI solution that automates around a third of a standard interaction by establishing caller intent, authenticating caller ID, gathering incident information and handing over smoothly to an agent.

65% of customers favor conversational AI when it's offered

Over **30%** of a typical interaction is now fully automated



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