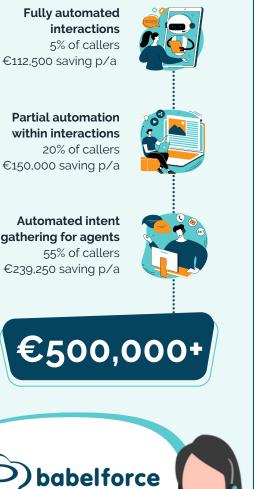


CX TRANSFORMATION With fast, flexible **VoiceBot Automation**

Case Study — EnBlu

Our client, a major European energy company, handles 150,000 calls per month.

babelforce has introduced VoiceBot automation into 80% of calls, creating half a million Euros in direct annual savings.



Easy for customers Easy for agents Easy for you

babelforce.com

HOW IS VOICEBOT CHANGING CX?

Some vendors sell a vision of VoiceBots with near total automation of calls. But that's not going to happen. At least, not soon.

The real value of "conversational" systems is their versatility. It's the mix of total and partial automation that brings new efficiences to 80% of conversations and saves enterprises millions annually.

WHERE DOES AUTOMATION FIT IN?

Fully automated interactions

Virtually every contact center handles gueries that are entirely automatable. For EnBW this includes billing enquiries and meter readings; 30% of these calls are fully automated.

Partial automation within interactions

VoiceBots can add tremendous value within agent-supported journeys. User identity verification, payment processing, and supplying date typically reduce agent call times by one third.

Automated intent gathering for agents

Using intent data in routing, and passing it to agents, creates a huge opportunity that many contact centers miss. EnBW were able to cut AHT by 35 seconds, saving 800 hours per month.

Automated caller handover

A VoiceBot can resolve many ordinary customer interactions itself, and seamlessly hand complex cases over to a human. Human agents can then focus where they're needed most.

WHY WORK WITH BABELFORCE?

Deploy over 70 languages out of the box

Design, test and

implement your

ideal Voicebots



Go live in under 8 weeks



Automate up to 90% of repeated tasks





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