



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:



Smartfrog is a Berlin-based home security company launched in 2015. As a new company with no legacy tech, they were able to define their exact customer service expectations.

A quick launch was vital, as well the ability to update services at any time. Smartfrog's bottom line was flexibility; they wanted tools that could easily change with their needs.

That's why the babelforce platform was the perfect solution. As well as enabling a multi-language deployment across several territories and a complete integration with Zendesk, we could guarantee a toolkit that was fully customizable.

Smartfrog used our **global network** to launch simultaneously in 4 countries

They now maintain a **30 second service level** at 95%



Easy for **customers**

Easy for **agents**

Easy for **you**

babelforce.com



"We're tech people, and we know a well-thought-out product when we see one. The babelforce platform solves problems we didn't even realize we had!"

Smartfrog

Head of Customer Experience

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



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