babelforce

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:
Major International Telco

Our client is a major telco provider with an international clientele. Their key challenge was to adopt a wide array of new capabilities while maintaining absolute continuity of service.

They chose babelforce because our platform allowed them to keep their highly valued legacy systems while integrating a huge range of new tools.

Within a matter of weeks they were able to introduce new contact channels and automated processes without reinventing their service strategy or retraining front-line staff.

Their ticketing is **fully automated** thanks to our Freshdesk integration

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

babelforce

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

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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

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