



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:



Uitblinqers is a customer service outsourcer based in the Netherlands. They have a broad range of clients, each with their own requirements, which drives the Uitblinqers team to explore new and innovative capabilities.

Working with the babelforce platform has helped them to easily meet their 'bread and butter' KPIs including service level and abandonment rate.

What's more, they've made use of our "listen-in" and "whisper-in" features to coach new starters and to meet and surpass their clients' ambitious retention and upselling targets, adding major value to their relationships.

Whisper-in features **helped them to beat** their clients' retention targets

babelforce dashboards supply **live insight** on volume, queue and AHT



Easy for customers
Easy for agents
Easy for you

babelforce.com



"babelforce has features that we're not seeing anywhere else. It's user-friendly too, so we felt like experts after just a few days of working with the platform."

Dimitri Krommenhoek

Operational Account Manager, Uitblinqers



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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



Easy for customers
Easy for agents
Easy for you

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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