



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:



Yello energy is one of the top energy companies in the DACH region. With over 5.5 million customers and 23K employees they recognized the immense benefits of automating conversations.

However, they couldn't risk their reputation for service excellence on the wrong solution. Conversational AI was the right fit because it helped them to automate routine queries and offer customers clear benefits - speed and ease.

As a result, many customers happily make conversational AI their first choice. Additionally, Yello were able to use the babelforce platform to route priority callers without delay.

60% of customers favor conversational AI when it's offered

97% of high priority callers are routed to an agent within seconds



Easy for **customers**

Easy for **agents**

Easy for **you**

babelforce.com



"With the babelforce platform, we're always learning more about our customers and creating new ways to help them which increases the positive feedback we receive."

Head of Customer Innovation

Yello Energy

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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



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