



Advanced speech recognition that routes calls by simply asking "How can I help you?"

Why EckohASSIST?

- Removes complex menu structures completely
- Callers speak naturally
- Calls are transferred directly or self-service application
- Technology 'learns' from any calls that are manually assisted
- Expert analysis identifies full Self-Service opportunities
- Accuracy and breadth of recognition continuously improves
- Real-time reporting of automation success rates.

Organisations with complex department structures often have an IVR to match. But long menu systems are one of the most common reasons for customer dissatisfaction. Customers that refuse to go through the menu and just want to speak to someone, means huge amounts of money is wasted having to transfer calls internally.

EckohASSIST eliminates menus altogether. It allows all inbound calls to an organisation to use a single telephone number and be greeted with a natural language dialogue.

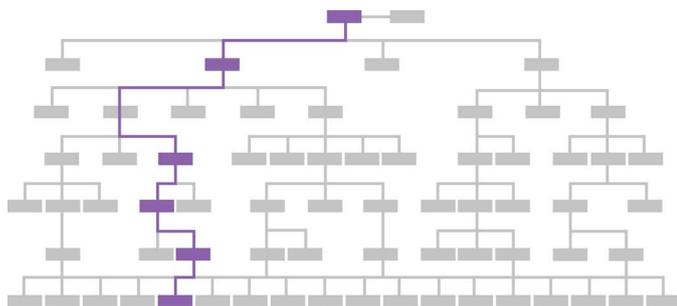
It simply asks "How can I help you?" and based on the caller's response, the call is routed appropriately.

Eckoh uses the most advanced speech technology combined with complex statistical language models to provide a compelling and satisfying customer experience that delivers significant cost savings.

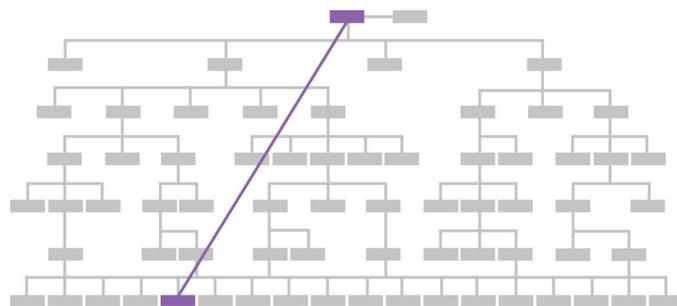
EckohASSIST enables customers to describe the reason for their call in their own words and move directly to the right destination first time.

One number for customers that allows them to describe in their own words what they want and takes them to the right place, first time.

Before EckohASSIST



With EckohASSIST



How it works

EckohASSIST greets the caller with an open "How can I help you?". The caller then responds by describing in their own words why they are calling or what department or person they wish to speak with. The service can immediately transfer the caller to the most appropriate person or Self-Service application, with the option for further clarification if required.

Eckoh achieves this level of sophistication by using the latest development in natural dialogue techniques to provide a more natural caller experience.

The hidden agent

If there is any doubt about a caller's requirement, their audio can be streamed to a hidden contact centre agent. They classify the call and assist the service, which then routes the call. This correction

is fed back into the knowledge engine, which tunes and improves the accuracy and breadth of the speech recognition on a continual basis.

The hidden agent never talks directly with the caller. At all times the caller thinks their call is being handled by the speech recognition service. This allows one agent to manage several calls within the same time period it would take if they were speaking directly to the caller.

Calls can be routed to any destination; this may be to another automated service, a specific agent skill set or specific department. By offering callers the opportunity to use their own words, the call dropout rates and misrouted calls are drastically reduced.

Key features

- Flexible design tailored to your organisation
- Can be applied in over 80 languages
- One number can handle calls from all aspects of your business from sales to service and retentions to returns

Key benefits

- Faster query resolution
- Higher IVR use, shorter call lengths
- Added personalisation
- Get customers to the right place first time for faster call resolution
- Reduced customer re-direction
- Reduced frustration for your customers.



Our solutions are delivered via the Eckoh Experience Portal.

EckohASSIST works well with IVR and Identification & Verification