



SpeechCycle Call Router

SpeechCycle's LevelOne Call Router (LCR) utilizes Natural Language Understanding (NLU) voice recognition to accurately route callers based on their own words. SpeechCycle's call routing technology is distinguished by an ability to offer a high number of confirmable requests to improve automation rates, identification and call handling for repeat callers, and QuickTouch™ dynamic prompt management.



SpeechCycle Benefits

Call Routing

- Natural Language Dialog
- Data Transfer with Routing
- Repeat Caller Detection
- Dynamic Message Mgmt.
- High Call Volume Scalability

Customer Satisfaction

- Understands Caller's Descriptions
- Interactive Dialog
- Specific Prompt Confirmations
- Transfer when Requested
- Persistent Optimization

Return on Investment

- Automate Call Routing
- Hosted/Managed Service
- Efficient Call Disposition
- Customer Retention
- Reporting for Verification

Answering the First Call

Natural Language call routing encourages callers to describe the reason for their call without being limited to a particular set of words or phrases. LCR simply states "Briefly tell me why you're calling". Callers then describe in their own words the reason they are seeking assistance. A speech technology and voice user interface framework created to understand and confirm ambiguous statements helps LCR demonstrate intelligence, thus engaging callers and reducing opt out. A friendly and effective initial impression is consistently delivered, eliminating hold time when callers reach out to your organization.

Immersive Caller Experience

SpeechCycle tools and processes support the ability to zero in on meaning from caller descriptions. SpeechCycle's "High Definition" Statistical Language Model assigns meaning to utterances with exceptionally fine detail. Callers also feel confident when a confirmation of understanding with the same level of detail of what they said is demonstrated. However, in some cases it may be necessary to ask a few more questions when response is exceptionally vague or ambiguous.

For example, a caller saying "Internet" could actually be trying to get assistance with billing, sales or technical support. SpeechCycle experience in automating complex customer care calls is applied through the use of Contextual Disambiguation to dynamically "filter" knowledge from what a caller said. The example to the right has applied contextual disambiguation by eliminating sales as an option based on capturing "my account".

Caller: "I'm calling about my account"

LCR: All right. I can help you with your bill or with technical support. Which one would you like?

Caller: "My bill"

LCR: Sure. You can hear your balance, make a payment, or find a payment center. Which can I help with?

Caller: "Make a payment"

LCR... routes the call

Application Aware Call Routing

SpeechCycle's contextual awareness is fortified by using available knowledge from call routing destinations such as technical support or other applications and databases. Adding knowledge to call routing decisions helps to reduce questions asked and aids routing efficiency, especially for vague responses that would likely cause a contact center agent to ask defining questions. This approach differs from other call routing solutions that consider destinations "down stream" from the routing process.

Outage Notification and Call-back

LCR integration to support systems enables outage detection and notification. LCR will dynamically check whether callers identified by home telephone number or account number belong to an area where an outage was reported. A match results in either a pre-recorded or QuickTouch generated announcement. Callers will also be given the option to receive a service restoration call-back automatically generated by LCR.

QuickTouch™

Contact center managers and system administrators can immediately create or change selected prompts within LCR with the addition of QuickTouch. A web-based QuickTouch graphical user interface makes it easy to add or replace announcements such as notification of an outage, or promotion of a marketing program. Administrative roles and rights are configurable with application, call center and regional parameters available.

Agent Integration

Callers are able to reach an agent at anytime within LevelOne Call Router (LCR). Application awareness and voice interaction design demonstrates intelligence and relevance to the caller, working to minimize opt outs. Additional integration can capture a caller's ANI, offering the possibility to tailor greeting prompts and create a more personalized experience. Immediate transfer to an agent can also be applied in situations such as a request for termination of service.

Repeat Callers

SpeechCycle's patent pending Repeat Caller feature is able to identify if a caller is calling again during a specified timeframe and apply special handling. Repeat Caller complements LCR with memory of past interactions, providing callers with a clear perception of intelligence. In fact LCR can tell a caller that it knows that they had called before and will check whether they are calling about for the same reason. Special handling such as immediate escalation or resuming previously suspended automated sessions can then be applied.

Web-Based Reporting

SpeechCycle's Business Intelligence Portal provides detail on call volume, automation rates, call reasons, call resolutions, and a wealth of additional statistics.

Software as a Service (SaaS)

The LevelOne Call Router is a VoiceXML based application provided as a hosted on-demand service. This deployment model promotes efficiency, ensures that calls are answered despite traffic spikes, and allows SpeechCycle to continually improve caller experience while delivering significant cost savings.

Customer Satisfaction & Cost Savings

SpeechCycle's unique natural language support combined with application awareness and repeat caller detection contributes toward an exceptionally engaging and efficient caller experience. Dynamic messaging along with ongoing content and speech updates continually improves performance, providing a remarkable caller experience along with significant cost savings.

What Make SpeechCycle Natural Language Call Routing Unique?

SpeechCycle Hi-Definition SLM - Uses a unique Statistical Language Model that is able to recognize routing requests ranging from an extremely specific statement to a vague request.

Detail Downstream - SpeechCycle's Call Router can send information about the caller or their request to automated routing destinations to skip intro prompts when applicable and avoid asking the caller to repeat information.

Repeat Caller Detection - Patent-pending process that will identify if a caller is calling back within a pre-specified timeframe. The Call Router can ask if the caller is calling again for the previous issue for more efficient call routing and superior customer satisfaction.

QuickTouch™ - A web-based QuickTouch graphical user interface makes it easy to replace portions of what callers hear for purposes such as notification of an outage, new equipment or service update, or promotion of a marketing program.

Reporting - Web-based reports detailing call routes, what callers are requesting, and a variety of data invaluable for business or technical analysis.

SpeechCycle, Inc.

26 Broadway, 11th Floor, New York, NY 10004
phone: 646-826-2300, www.speechcycle.com