



Digital Phone



SpeechCycle Digital Phone Automated Agent

SpeechCycle's Digital Phone Automated Agent assists callers with questions about their service, and helps with accessing and configuring features. Callers are asked to select their area of interest from an audio menu of common questions and issues. SpeechCycle's speech recognition dialogs then work with the caller to explain procedures, repeat those procedures when requested, and connect to an agent when necessary.



SpeechCycle Benefits

Resolve Complex Calls

- Interactive Dialog
- Domain Awareness
- Configuration Knowledge
- Frequent Content Updates
- High Call Volume Scalability

Customer Satisfaction

- "Best Agent" Consistency
- Knows Caller's Equipment
- Configuration Assistance
- Transfer when Requested
- Continuous Improvement

Return on Investment

- Automate Calls
- Hosted/Managed Service
- Pay for Performance
- Customer Retention
- Reporting for Verification

Digital Phone Support

New subscribers or those provisioning a new feature frequently have questions. SpeechCycle's LevelOne Digital Phone Automated Agent (LDPA) is designed to promote customer satisfaction by quickly and consistently answering digital phone questions such as using call waiting or 3-way calling, while allowing agents to concentrate on higher value tasks. Callers are asked to select a topic of interest from a menu of options. Interactive guidance is then provided, with callers driving dialog assistance based on their specific questions.

Immersive Caller Experience

Voice prompts offered by LDPA are designed to guide callers toward the most efficient path of call resolution. Speech dialogs recognize what callers say and provide control to ensure instructions are understood. For example, a caller can say "repeat" at any time. Dialogs have also been created to prompt a caller to say "hold on" where experience has proven that many callers prefer to take notes at specific points within a set of instructions. Transfer to an agent can occur at any point by caller request.

Configuring Features

LDPA provides immediate access for new subscribers, as well as for established customers seeking help with unfamiliar features or options. For example, some subscribers will initially configure basic Digital Phone services, perhaps seeking to take advantage of additional features at a later date. SpeechCycle's Automated Agent provides easy to understand configuration guidance at any time, ensuring that callers do not have to wait for a contact center agent to assist with interactive direction.

Types of Calls Supported

A range of technical support digital phone questions are supported by SpeechCycle's LDPA. Dialogs have been created to support questions whether they are coming from recently provisioned subscribers, or from experienced customers. Some examples include:

Voice Mail - A key customer support step is to ensure voicemail is set-up correctly. For many callers this is a "set and forget" procedure, but one with great importance due to its ongoing presence in a subscriber's day to day life. SpeechCycle's Automated Agent helps walk callers through establishing a PIN (Personal Identification Number), and then recording a greeting. Callers can then choose to access additional information regarding their voicemail from home or elsewhere.

Calling Functions - A variety of functions are covered within the Digital Phone Automated Agent. Examples include:

- Caller ID Configuration
- Caller ID Blocking
- Call Waiting
- 3-Way Calling
- Call Forwarding
- Selective Call Forwarding

Web-Site Reference

Detailed and graphical Instructions may be available on a web site. LDPA can reference URL strings to reinforce caller support resources. SpeechCycle can also provide speech-enabled guidance through web pages as an additional solution available to callers.

QuickTouch™

Contact center managers and system administrators can immediately change selected prompts within a SpeechCycle self-service solution with the addition of QuickTouch. A web-based QuickTouch graphical user interface makes it easy to replace portions of what callers hear for purposes such as availability of a new feature, or promotion of a marketing program. Administrative roles and rights are configurable with application, call center and regional parameters available.

Value to Agents

LDPA makes agents more effective by completely or partially automating a significant percentage of calls, allowing agents to concentrate on higher value tasks. Callers can request an agent at any time, or automatically be transferred when reasonable diagnostic efforts are exhausted. SpeechCycle's forward looking screen pop feature can provide agents with a next step troubleshooting suggestion to further reduce average handle time for partially automated calls.

Web-Based Reporting

SpeechCycle's Business Intelligence Portal provides detail on call volume, automation rates, and a wealth of additional statistics with which to evaluate performance. Reasons for a call are reported with granularity to provide a business analysis foundation for identifying important customer satisfaction drivers. Automated survey results supply empirical evidence of caller comfort levels with automated technical support and for expectation of reuse.

Software as a Service (SaaS)

The Digital Phone Automated Agent is a VoiceXML application, provided as either a hosted on-demand or managed service. These deployment models promote efficiency, ensure that calls are answered despite traffic spikes, and allow SpeechCycle to continually improve every caller's experience while delivering significant cost savings.

Customer Satisfaction & Cost Savings

LDPA quickly and efficiently answers caller questions about a range of digital phone features without waiting for a contact center agent. Callers control the pace of instruction with the ability to repeat directions or move to another feature. The result is an excellent self-service experience coupled with significant cost savings.

	Digital Phone Features
Reason for Call	
• Account Registration	✓
• Voice Mail setup	✓
• Customer Education	✓
Interactive Guidance	
• Voice Mail	✓
• Call Forwarding	✓
• Call Waiting	✓
• Call Blocking	✓
• 3-Way Calling	✓
• Call Return	✓
• Caller ID	✓
• Web Site Navigation	✓
• Caller Satisfaction Surveys	✓
• Web Site Navigation (integration required)	✓
Agent Integration	
• Call to CSRs (DID)	✓
• Call to CSRs (Screen pop)	✓
• Skill-Specific Transfer	✓

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