Convai Automated Intelligent Conversations

aws marketplace

Enabling better conversations - make every word count

A solution that utilises artificial intelligence to automate conversations and improve both your customer's experience and the efficiency of your call centre.

Introducing

Oration by Convai.

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⚙️⚙️ HOW DOES IT WORK?

Drawing on the latest generation of speech recognition technology, Oration asks "how can I help you today?" Whatever the answer may be, our call routing solution will be able to handle the call optionally playing targeting banners or directing the call to the most appropriate outcome. The framework is already in place to decide if your caller needs to immediately talk to a call centre agent, requires further education first or can be offered a self serve option instead. They can even be politely deflected from the call centre altogether.

Oration will:

- ⊘ Reduce average handling times
- ⊘ Increase uptake to self service
- ⊘ Provide targeted banners

- ⊘ Facilitate a digital channel shift
- ⊘ Improve agent and customer engagement
- ⊘ Support speed to competency
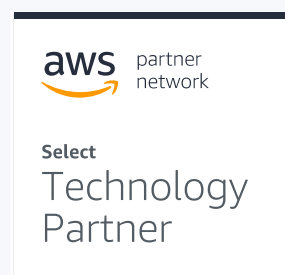
FEATURES AND BENEFITS

Advanced speech recognition

Natural human language is complex and there are a million different ways to say the same thing. Oration uses the very latest technology including Google and Amazon to recognise the callers language and apply an intent to every request. And as the user, you have the power to supervise the learning process and adjust its behaviour. Anything that's unable to be assigned to an intent is still actioned but it's also flagged so that you can manually configure the system for when it's raised again in future conversations.

Ongoing supervised learning

Artificial intelligence is all about the learning process and rather than needing an entire system re-tune every quarter, Oration requires typically just 15 minutes a day of checking the call log and addressing the flagged calls that went unassigned. Once these have been manually assigned an intent, the system will call up similar queries from the past and all results become newfound knowledge that the system can work with. That way, your call routing system is constantly synced with your business needs.

Complex call routing

With clients as large as banks and government institutions, Oration is designed to handle huge volumes of calls and call routing options. Every call is assigned an intent and it sits within a relevant context so that the customer's entire journey makes sense and is a positive experience. Along the way the system can provide additional information to educate the customer and ask for additional information to educate the agent - all working towards an ideal outcome for both parties. If you're dealing with an influx of calls about a specific issue such as out-of-stocks, you can give the customer an update without tying up your call centre staff, and still provide the option to speak with an agent at the end of the message if they're not yet satisfied.

Contact centre agent view

At the heart of Oration is a transcription recogniser that turns all conversations into text for the contact centre agent to view. Imagine your call centre agent being able to view exactly what the customer has said, before they even answer the call. This gives your agent control of the conversation and saves valuable time in getting to the purpose of the call.

Graphical user interface dashboard

Build, manage and report on your entire call routing solution through an easy to use interface. You can set the context, the intent and the outcome for every conversation via the dashboard. And in real time, any time, you can view customer responses alongside the intent and action assigned by the system. Every word is captured and displayed in a ranked log that allows you to view, manage and tweak the process, and enable the system to continually learn.

Reporting insights

Want to know what happened during a rush on the phones yesterday? The reporting tab is a dashboard tool that allows you to easily filter by days and times, displaying the top 10 (or more) reasons why your customers called. And if you need to dig deeper, more complex analysis is only a few clicks away.
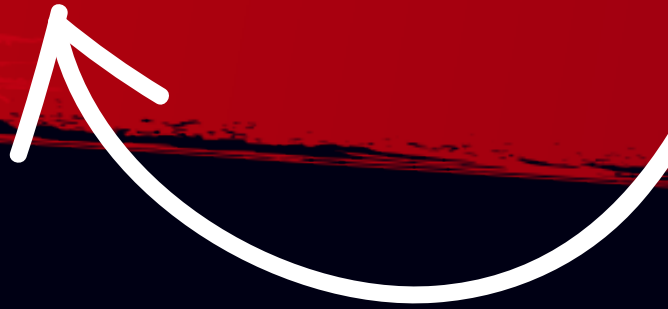
WHY ORATION?

We provide a cloud based solution that plugs directly into your current call centre platform and can be up and running within two to three days. The user-friendly interface is designed for call centre staff and management, with no technical knowledge or expertise required. And with a transaction based pricing model, it's within affordable reach of even the smallest contact centre.

Oration has changed the way you'll do business and reimagined the AI powered call centre.

Interested in seeing how Oration could **transform your call centre?**

Visit our website for more information