



VocaONE

Voice.AI Call Steering Automation

 audiocodes

VOCAONE – VOICE.AI CALL STEERING AUTOMATION

VocaONE enables customer-facing organizations to effectively handle thousands of daily incoming calls with Voice.AI technology. By easily customizing the solution to the organization's vocabulary and jargon, customers enjoy an exceptional calling experience directly on the main line.



- 24/7 availability & instant customer response with zero wait time
- Simplify customer call steering journey by using natural language (NLU) voice requests
- Provide an innovative, friendly customer experience for calling customers
- Optimize resources regularly associated with customer service

AI VOICE RECOGNITION BACKED WITH NATURAL LANGUAGE UNDERSTANDING

AudioCodes AI-based Voice Recognition engine helps organizations upgrade their customer service with Natural Language Understanding (NLU) capabilities, allowing customers to use everyday speech. Using voice eliminates the need for complex call menus and DTMF IVR navigation, while enabling an endless number of destinations.



- Supports English US, German and Spanish (multi-dialect) including regional accents coverage
- With NLU, and with no constraint of a closed navigation menu, callers get access to a variety of new destinations, that were previously unavailable
- AI-based Voice Recognition technology with high accuracy (95% and more)
- Linguistic support for specific industry or company-related jargon used by your everyday callers

SMART CALL HANDLING AUTOMATION

While VocaONE enables easy voice access to departments, branches and services, it has even more to offer. Beyond a simple call-transferring behavior, organizations looking to upgrade their customer service can enjoy VocaONE's bot-like smart features:



- **Smart SMS** – Customers can request information and automatically receive a detailed answer to their mobile phone as a simple text message, including: office hours, navigation, parking, account login details, account balance, public transportation timetables and more
- **Automated Call Hunting** – With Voca's built-in Text-to-Speech technology, customers can get answers to various information requests by smart voice replies, read to the user immediately over a phone call

SELF-SERVE WEB MANAGEMENT INTERFACE

Be the master of your own customer service area with the fully independent Voca Web Management Interface. The self-serve interface allows you to continuously optimize the voice recognition service, making sure your customer's voice requests are always understood.



- Add or edit an unlimited vocabulary list used by your everyday customers
- Optimization changes to recognition list(s) apply in real-time
- Easily manage, configure and customize service call flow
- Built-in calling and speech analytics
- Requires no prior technology knowledge

SIMPLIFYING ORGANIZATIONAL CONNECTIVITY

With VocaONE built-in organizational connectivity, upgrading customer service with advanced Voice.AI technology is as simple as it gets.

VocaONE seamlessly connects to your phone system or any other organizational 3rd-party IVR or Contact Center platforms.



- Built-in connectivity to the organization's existing telephony system (Analog or IP)
- One-Stop-Shop – Telephony and voice recognition technology from one single vendor under one single solution
- Integration to 3rd-party org. systems (CRM, billing and more)
- Available as Cloud (AWS) as well as On-premise deployment over VM or AudioCodes dedicated HW

SECURITY & DATA PROTECTION

AudioCodes VocaONE solutions meet strict and the latest data protection standards including GDPR, with nation-specific local storage, ensuring your customer data stays safely secured.



AudioCodes Ltd. (NASDAQ, TASE: AUDC) is a leading vendor of advanced communications software, products and productivity solutions for the digital workplace. AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers, and hosted business services. AudioCodes offers a broad range of innovative products, solutions and services that are used by large multi-national enterprises and leading tier-1 operators around the world.

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