



Nu Echo Fast Track Natural Language Call Steering Solution



The reality

More and more, customers are leveraging the self-services offered by digital channels to resolve their issues. But some issues can only be dealt with over the phone, with the help of a live agent and so call volumes are not really decreasing.

As users turn to the phone for more complex or unusual issues, traditional IVR systems are falling short. Today's customers are looking for simple and efficient service, and organizations need to evolve to keep up with their expectations.

The challenge

If you currently have an Interactive Voice Response (IVR) touch-tone system, it is likely delivering an outdated customer experience. Your customers are forced to navigate several menus, having to guess which of the many ambiguous options will get them to the right place to resolve their issue. It's a frustrating process, one that often causes the customers to grow impatient, hitting zero in an attempt to bypass the system and speak to a live agent.

This process results in a high volume of misrouted calls and transfers from one agent to another, which can have a negative impact on the efficiency of your contact center, the use of your valuable resources, your customer satisfaction rate—and your bottom line.

The solution? Adopt a natural language call steering (NLCS) solution that uses a combination of speech recognition and natural language understanding (NLU). This kind of solution allows customers to let you know why they're calling in their own words. The IVR system can then interpret their requests and route them to the right place to quickly resolve their questions and issues.

Developing all the components for a successful NLCS solution traditionally meant investing a great deal of time, effort and money. Many organizations are hesitant about investing large sums in their voice channel, choosing to focus primarily on their digital channels. But what if there was a simpler, faster and less expensive way to try out an NLCS solution at low risk?

The solution

Introducing Nu Echo's Fast Track Natural Language Call Steering solution for contact centers. Simple, cost-effective and efficient, our accelerated solution allows you to test out the NLCS and evaluate its benefits, at low risk and with minimal disruption to your business operations. Our expert team will work closely with you to design, develop and deploy a solution that's fully customized to you.



An innovative and effective approach

- External hosting of the IVR system to minimize disruption to your business operations
- Minimal impact on your existing contact center platform
- Single deployment with continuous optimization
- Total project duration of less than 3 months

The key benefits of Nu Echo's custom NLCS solution

- Provide natural language experience, so your customers can let you know why they're calling in their own words
- Lower operational costs by saving you valuable time and resources
- Improve response time so users spend significantly less time in the IVR system
- Improve call routing precision to minimize misrouted calls and internal transfers while quickly directing customers to the right place
- Opportunity to offer simplified access to all services by processing all requests from a single phone number
- Gather key data with analytics to give you better insights into your customers, products and services
- Deliver a customized, adaptable solution that can be easily integrated into most major contact center platforms

CONTACT US TODAY!

email
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Three reasons to work with Nu Echo

1 MULTIDISCIPLINARY EXPERTISE

Our diverse expertise makes all the difference to your projects.

- 20+ years of experience in speech recognition and natural language understanding
- 15+ years of innovation in developing conversational IVR solutions
- 15+ years of experience in voice user interface design
- A dedicated and versatile team of experienced developers and conversational user interface designers.

2 RELIABILITY YOU CAN COUNT ON

Our rigorous approach to design and development guarantees your peace of mind.

3 INDUSTRY-LEADING NLU AND SPEECH OPTIMIZATION

We put our optimization expertise to work for you.

- Unparalleled knowledge to make your solution as efficient and effective as possible
- Mastery of the best natural language understanding technologies.