

Robotic Agent



Do you want to keep costs to a minimum whilst still providing valuable client contact?

Providing clients with 24 hour contact with your company is increasingly important in these fiercely competitive times. However, with the impact of the recession still being felt, we know you will also want to keep costs down.

An Advanced Solution

BT Ireland's leading communications provider - has the answer! Robotic Agent with text-to-speech is a revolutionary component which provides companies with a virtual outbound call centre. Once connected with the called party, the virtual agents play out either natural language text-to-speech or a pre-recorded message, and uses telephone keypad touch-tone input from the called party to either put them through to a live agent or to progress their call using further pre-recorded messages.

Industry Examples

Here are just a few examples of how the Robotic Agent is being used within industry sectors.

Healthcare

Calling patients and reminding them when they are due for their next appointment. The Robotic Agent can then connect them to the relevant person to book the appointment.

Insurance

Calling policy holders when their policy is due to expire.

Debt collections

Automated debt collection, payment reminders and chasing debt.

Logistics

Confirming delivery time and dates and making sure that goods have been received.

All industries

Registration follow ups. Once an interested party has submitted a web form they can be dialled and then connected to an agent if they are still interested.

The list of how this advanced tool can help your business is endless.

Features & Benefits

- Virtual outbound contact centre
- Text-to-speech or pre-recorded delivery
- Individual agent licensing for flexibility
- Metrics for call volumes, list quality and attempts to each number



Offices worldwide

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