

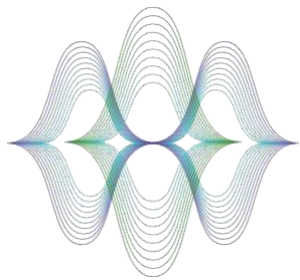


Hi, I'm **Voice bot!**

I'm a flexible voice-bot and chat-bot.
I use natural language to provide
phone customer service 24/7.

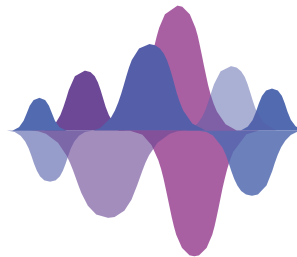


What can I do?



I do inbound/outbound

I can initiate and answer phone calls and maintain top quality service 24/7.



I listen

I understand natural, spoken language and I can be configured to understand many different languages.



I respond

I can communicate using a male or a female voice. My responses are 100% customised for every implementation.

I'm fully customizable and flexible. I can be programmed to fit into your customer service process seamlessly.



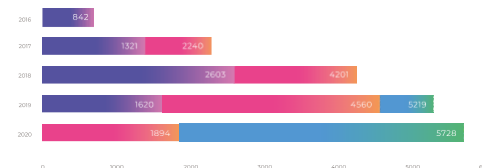
I make decisions

I process customers requests and makes decisions.



I learn

I learn continuously with every conversation.



I report

I have secure Talkie Analytics tools with general statistics and details of each conversation.



I bring benefits!

I'm costeffective.

I help businesses cut costs by automating repetitive processes. With my support consultants can focus on handling exceptionally complex cases.





**I don't take
holidays, breaks, sick
leave, and I don't need
any sleep.**

I can serve hundreds of calls
at the same time, and I'm available
to help customers 24/7.

Top notch quality.

I consistently deliver excellent customer
service and always remember to follow
guidelines. I never forget to pass on
relevant information, and I start every
conversation with fresh energy.



for financial services:

**I can authenticate clients
in a secure way.**

I can securely authenticate a customer once and allow them to use additional channels without re-authenticating. I also can pass all customer data to agents for instalment requests.



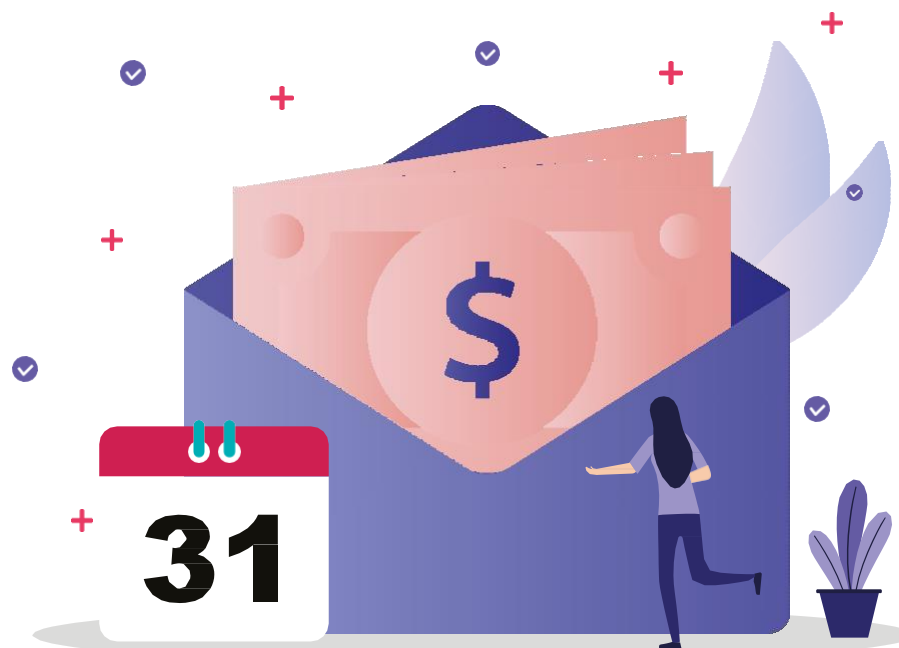


I can inform clients about missed payments.

Because I'm very flexible, I can contact clients through multiple channels with reminders about payment due and collect information about the date of payment. I can also call back when the payment does not appear by the declared date.

I can set default prevention.

I can proactively guard against defaults as those with a higher risk for missed payments are contacted earlier. I can facilitate on-time payments by taking the first steps towards an omnichannel outreach approach.



for retail:

I can inform your customers about the order or delivery status.

Because I can handle hundreds of phone calls at the same time, your customers will instantly receive information on the status of their purchases. Thanks to the integration with internal systems, I can inform about the posting of the package together with information when they will receive it.





I can manage returns and product replacements.

Nobody likes the wrong shopping decisions. Talking with me significantly speeds up the process of returning or product replacements. Your customers no longer have to wait for a connection with a consultant.

I can inform about winnings in contests.

And then collect all the data necessary to send the prize. Thanks to my extensive functions, you can precisely determine when and how I will do it.



for insurance:

I can quickly answer frequently asked questions by policyholders.

I can provide information on the current scope of insurance's cover and process queries where the presence of traditional consultants is not needed. After collecting all the data, I can pass it on to a human agent who will finalize the conversation with the client.





I can contact with **policyholders** to renew their policies.

I can provide information on the upcoming policy expiry period and propose its renewal. I can also present a new insurance offer to your clients.

I can manage **claim** status and **filing**.

I can ask the initial, first-tier questions associated with a claim (e.g. involved parties, incident location, injuries, etc.). After collecting all the data, I can pass it on to a human agent for further processing.





for healthcare:

I can *securely* authenticate patients.

Because I do it much faster than traditional consultants, I reduce the time needed to complete a single case. I free up human resources to perform high-value tasks later in the patient journey.





I can handle hundreds of phone calls at the same time.

I can quickly off-load any connection peaks, and with my support, consultants can focus on handling exceptionally complex cases.

I can set, reschedule and cancel a visit.

Having instant access to doctors' calendars, I can reduce the number of patient no-shows and optimize visit slots.

When a patient cancels a visit, I can call those with urgent needs and offer them an earlier appointment.



for service providers:

I can **schedule service request**.

I manage employee calendars and optimize their working time. And because I understand natural language, the process of scheduling visits is effortless and hassle-free.



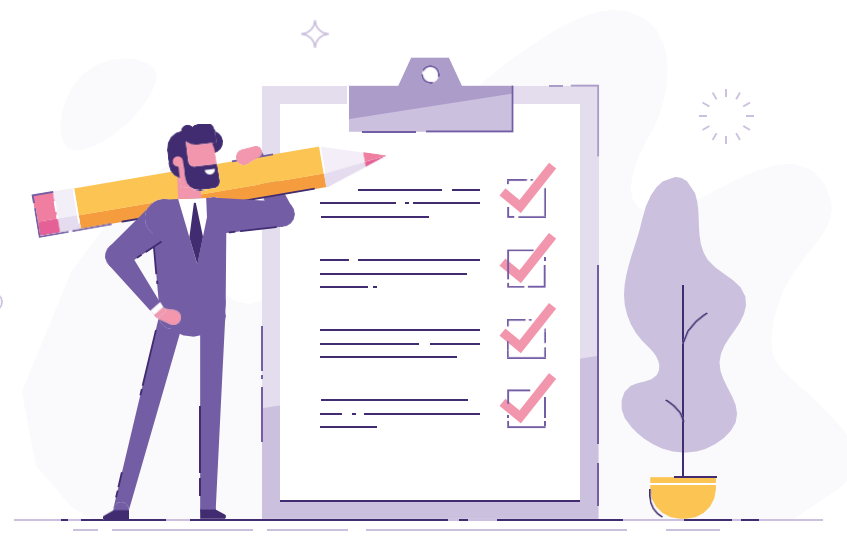


I can **confirm** the visit and **change** its date or **cancel** it.

For the convenience of your clients, I can change the date or cancel a pre-arranged visit - also when reminding by phone about the upcoming appointment.

I can **carry out** customer satisfaction surveys.

I can make hundreds of connections at the same time. Because I'm never tired, I consistently deliver excellent customer service, and I always remember to follow the guidelines. I never forget to pass on relevant information, and I start every conversation with fresh energy.





Who do I work for?

Industry: **Hair & Beauty**

Motivation for using a voice bot:

Sharp seasonal and daily peaks,
wanting to serve customers 24/7,
controlling costs while continuing
the growth.



What do I do?

- I manage appointment bookings, reminders and cancellations.
- I answer hundreds of questions ranging from opening hours to specific, electronic vouchers status.
- I send text messages with requested information and confirmations
- I integrate with client's CRM

Highlights:

- Calls handled yearly: over 125,000
- Minutes of conversation: 210,810
- No call centre
- Polish and English
- One of the most complex booking bots on the market

What does the client say:

"Customers expect that the helpline is always available when they need it – including the evenings and holidays. It comes as no surprise that they also do not want to wait long on the line to make a booking or get information. Therefore, we decided to adjust our service to the needs of our clients, and we implemented a virtual assistant, available at any time of the day and regardless of the number of callers."



Who do I work for?

Industry: **Logistics Aggregator**

Supports companies by connecting e-commerce platforms with logistics companies.

60,000 customers, 20 million shipments.

Motivation for using a voicebot:

Automating repetitive processes, serving customers 24/7, growth vs rising costs.



What do I do?

- I check the status of parcels.
- I Integrate with IVR.
- I Integrate with CRM.
- I transfer calls to human consultants.

Highlights:

- 800 conversations/month – 1 IVR branch
- 96% of parcels recognised (avg)
- 15% transfer rate
- Dynamically asking for the parcel's last digits
- Speech synthesis





Who do I work for?

Industry: International Recruitment Outsourcing

A global leader in innovative talent solutions operating in North and South America, Europe, the Middle East, Africa and Asia & Australia region.

Motivation for using a voice bot:

Automation of interview booking and reminders, to free up consultants for complex tasks, competitive advantage, serving clients in multiple time-zones.

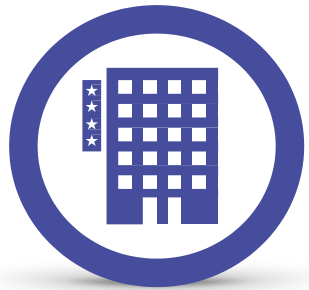


What do I do?

- Calendar platform integration (G Suite, Outlook)
- Automated free slot identification.
- ATS/ CRM integration
- SMS / email communication
- Global reach



Demo



Satisfaction survey after your stay
at the hotel **22 494 3143**

Let's stay in touch!

For more information and implementation examples,
visit www.freePBX.pl ; www.WebRTC.pl

For any enquiries and demo requests,
get in touch with us: Dariusz.Nowakowski@freePBX.pl

