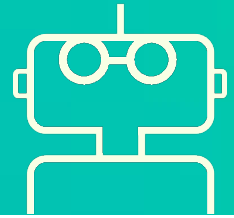


## CX Solutions for Government Intelligent Automation

# Enhance CX and deliver superior contact center results with Voxai IVA Solutions



With more than ten years of experience supporting federal agencies, Voxai customizes AI-powered solutions to accommodate distinct objectives, priorities, and budgets. Our professional services team will help your omnichannel platform increase adoption and efficiency by optimizing and securing digital, voice, and outbound interactions.

## IVA Solutions for Government

### Call Steering

Voxai's Call Steering solutions quickly and accurately understand customer intents in the IVR and get callers to the right place the first time, reducing transfers, shortening queues, and increasing First Call Resolution (FCR) rates.

### Voice-to-Digital

Use AI-based self-service and call deflection capabilities to shift callers from the IVR to digital channels and resolve issues quickly without waiting on hold.

### Conversational IVR

Voxai's Conversational IVR enables callers to converse with the IVR in their own words. The IVR will respond with intelligent solutions to assist them in resolving their issues efficiently and without the need for an agent. When a call gets transferred to an agent, the IVR transmits the entire context of the conversation, saving customers time and allowing agents to work more efficiently.

## Benefits



### Improve the customer experience

Allow customers to connect with your IVR and voice bots in their own words to have pleasant and conversational experiences. No long tedious menu trees—just quick, accurate responses.

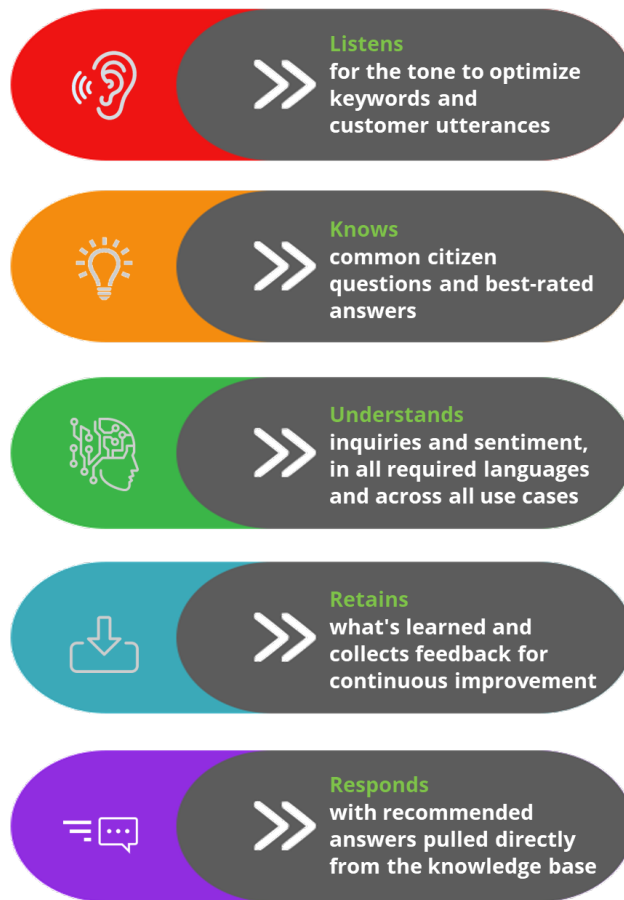


### Reduce costs

Improve first contact resolution by incorporating intelligence into the IVR (FCR). When calls need to be transferred, direct them to the right agent the first time, and empower agents to provide a rapid response.

Most of today's bots are highly scripted, channel-specific, and limited in their ability—the result: a frustrating experience for customers.

Our intelligent virtual assistant (IVA) solutions provide 24/7 service, efficiently handle customer queries and escalate to an agent as needed while delivering effortless, conversational experiences that increase customer satisfaction, shorten call times and reduce contact center costs.



Harness the power of operational expertise, technology, and insight-driven speech analytics

**80%**

Reduction in basic inquiries handled by agents

**30%**

Increase in digital conversion

**42%**

decrease in AHT (Average Handle Time)

## CX Solutions for Government Messaging Solutions

Improve agent utilization and optimize customer interactions by rapidly deploying AI-enabled conversational messaging channels to deliver hyper-personalized communications with built-in scalability.



### Embrace Messaging to elevate citizen experiences.

Many may think messaging is chat, but it's not. Messaging is a text-based, 2-way personal conversation that occurs on a mobile device or platform like Facebook Messenger, WhatsApp, SMS text messaging, or within a brand's app. With 100 billion messages sent on social media channels every day and 15 million texts sent every minute, we enable your Agency to meet customers where they already are.

## Messaging Solutions for Government

### SMS

Text messages are opened on average 98% of the time, and over half of the customers prefer text over any other means of communicating with customer service. Voxai is helping our customers leverage the power of asynchronous messaging, offer your customers the convenience of texting with your agency, and boost CX.

### Apple Business Chat

Increase market share with Apple Business Chat. Make it easy for citizens to talk to you via Apple Business Chat. The platform's rich messaging capabilities enable your agency to showcase services, process transactions, orders, delivery tracking, and more through a secure encrypted channel — directly in Apple's Messages app.

## Outcomes

Utilize conversational messaging to improve customer experience and contact center KPIs

95%

CSAT scores from customers who utilized messaging higher than prior CSAT on other channels.

5x

Messaging sessions handled concurrently, compared to the rate of a regular chat channel.

# **IVA Solution — Major Federal Agency Service**

## **Optimized, improving citizen experience**

Citizens now make requests with streamlined, personalized self-service experiences.

### **Challenge**

Modernize existing legacy IVR (interactive voice response) with a more sophisticated solution to reduce the need for agent transfers and provide a seamless experience for citizens.

### **Solution**

Voxai's IVA Solution recognizes and predicts complex customer intents and accurately transfers customers to the business area they need.

### **Results**

Citizens have easier access to federal agency services through new personalized capabilities in the IVR. Engagement is faster, and the voice channel's NPS score has increased by 85%.

## **A Major Federal Agency**

Customer since 2014

Our client is an independent federal agency serving the entire population of the United States. 3000+ customer service representatives in 10 business groups handle more than 100 million voice and text interactions annually. The agency has always strived to innovate and deliver the best service to its customers.

