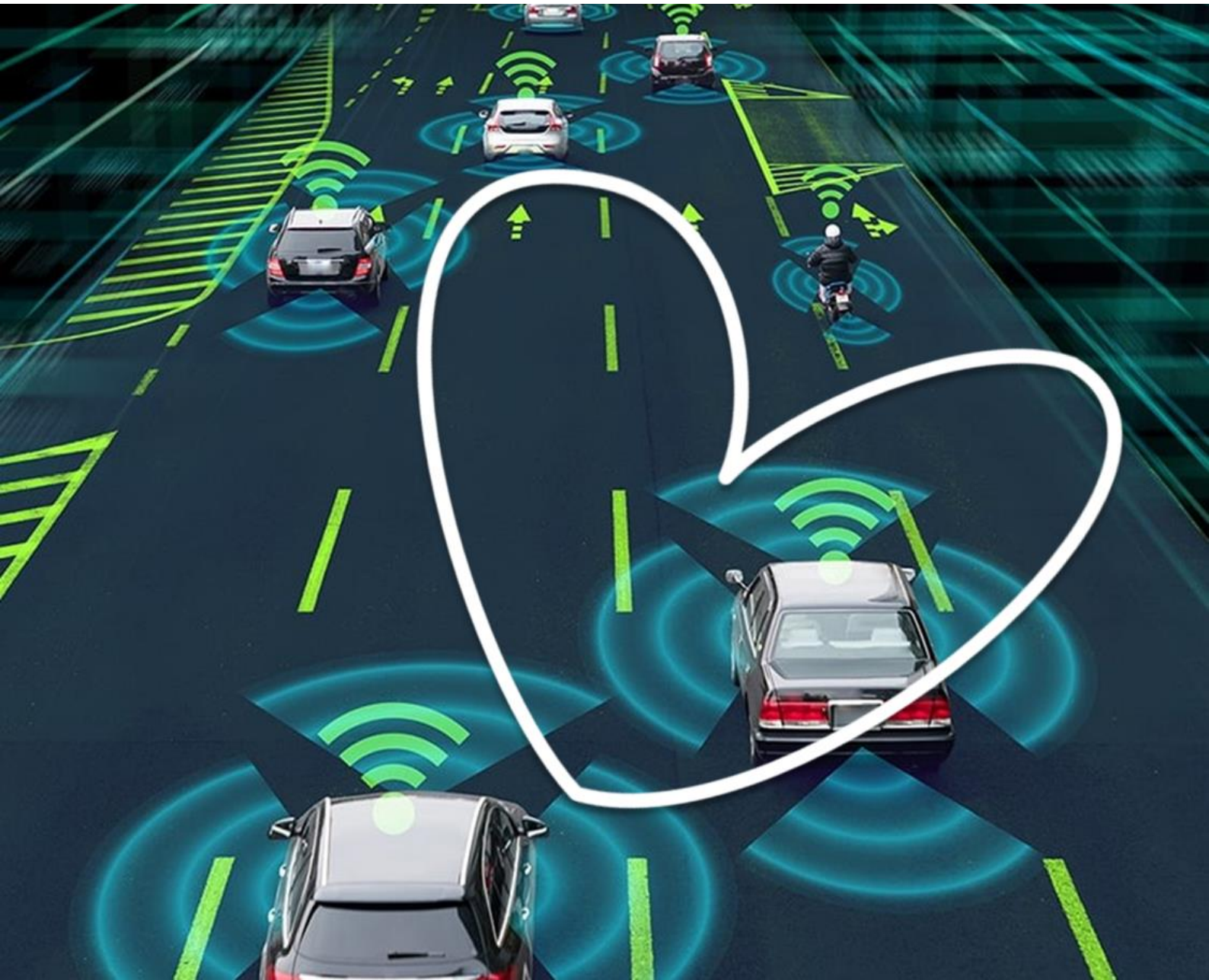


**VOXAI**  
SOLUTIONS

**GENESYS**<sup>™</sup>



Major Connected Vehicle Services Provider

**Delivers safe, secured, and convenient services to millions of vehicle owners across North America.**

## Overview

**Customer:** Major connected vehicle platform services provider

**Industry:** Computers & Electronics Manufacturing

**Location:** United States of America

### Numbers:

- 20+ years of in-vehicle services
- 15+ active OEM programs
- 10+ million active vehicles on-road
- 50+ connected vehicle services

### Traffic:

- 300K+ calls/month
- 5K Automatic crash notifications
- 65K SOS Calls
- 20K stolen vehicle reports

### The Requirement:

- 100% SIP-based solution
- Seamless integrations
- Effective data Sharing
- Better call handling

### Products:

- Genesys Cloud CX
- Genesys iWD
- SIP Server
- Interaction Server
- Conversation Manager (Context Services),
- Genesys Universal Contact Server
- ORS Routing

## The Problem

Our client, the connected vehicle division, needed to move away from their hybrid Avaya/Genesys call center platform and simplify their technology stack to one vendor for delivering calls. The previous solution required agents to monitor multiple systems such as the call handling system, telematics, and emergency response systems to receive crash notifications. A plethora of screens and limited data sharing capabilities between systems made the environment complex and stressful during emergency calls. The agent desktop experience warranted simplification to support the agent and improve response times to the customer. The essential items include:

- Move to 100% SIP solution from carrier to agent desktop.
- Maintain integrations with critical internal applications and technologies for call handling in a telematics environment.

**Telematics platforms have unique requirements of being able to handle a combination of interaction types:**

- Voice Only Interactions
- Voice Only with Speech Only IVR (calling from your car, you cannot press buttons)
- Voice Only with DTMF IVR
- Data Only (vehicle crash data without voice, airbag deployments)
- Data with Voice (Merry data for vehicle location with a voice call from the customer across two different paths.
- Stolen Vehicle Locator (data only)

## Pursuit of Safe, Secured, and Convenient Customer Response Center

The client chose Voxai, and Voxai began with simplifying the process and technology stack to unlock the true potential of a unified Genesys platform. Developed in just a few months using market-leading Genesys products, Voxai helped the client with the interaction flows and merging of data & voice interactions to transform agent and customer experience.

Voxai launched the solution in one stage, and it solved two of the most complex non-traditional call scenarios of the client – Inbound interactions for voice & non-voice merge and stolen vehicle requests/locator.

The platform takes and merges all the interactions – voice and data. Voxai developed the interaction flows to ensure data interactions from the vehicle arrive well before a voice call, as the agent needs the location details of the vehicle. Also, the solution helped agents discern and summon the best help relevant for a specific in-vehicle emergency and guide them to the vehicle's precise location. The platform persistently tries to locate the vehicle for a stolen vehicle, and when a response is found, the interaction will be routed to an agent to assist owners and law enforcement in locating the vehicle. Whether a vehicle emergency is triggered automatically by vehicle sensors or a customer activating an in-vehicle SOS button, the platform provides agents with all the data that help them respond to the customer's immediate needs.

## Business Results

### One partner. Many benefits

- Simplified technology stack
- Unlocked the full potential of Genesys products
- Streamlined process
- Cost optimization
- High availability (99.999)

### Efficient Call/Data Handling

- Data interaction routing time improved dramatically from minutes to seconds.
- Real-time context-aware data tagging with voice helps agents provide a lightning response to distressed customers.
- The agents can now handle any combination of data (Voice-IVR-Data-Location) for better response.
- Better call routing for greater efficiency.
- Instant-access data via interaction server.

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# Why Voxai

**17+**

years of contact center experience

**180+**

Genesys Experts

**Flexible**

pricing models and spend optimization

## Related offerings

### CX Consulting

CX maturity assessment & improvement, contact center optimization, and customer journey enhancement for value-driven business outcomes.

### CX Management (vCX360)

Discover areas of opportunity and anticipate risk-and-reward outcomes of your business decisions with expert business insights.

## About Voxai

For more than 17 years, Voxai has been the trusted partner for customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. We combine forces with Genesys to recreate experiences centered on a unique brand purpose that close the gap between brand promise and customer experience. With a laser focus on core purpose, we help our clients meet their customers' needs, engaging them in brand-relevant experiences and shifting the focus from cost to growth.

Our 180+ CX experts apply their passion and deep domain expertise to Manage, Transform and Enhance the CX solution lifecycle. Voxai has helped leading brands and federal agencies deliver great experiences to their customers, users, and employees. To learn more about how we help our customers deliver exceptional agent and customer experience, visit [voxai.com](http://voxai.com).

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