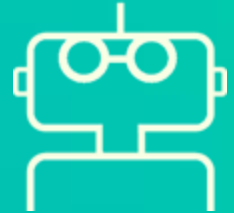**CX Solutions for Transportation**
Intelligent Automation

Simple, Secured and personalized experiences that make travel easy

With more than ten years of experience supporting airports and airline carriers, 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 Transportation

Virtual Assistants & Chatbots
Provide intelligent, conversational, personalized self-service to address the most common questions or resolve issues without talking to an agent—all while maintaining context to increase self-service and overall customer satisfaction.

Proactive Engagement
Proactively send customers relevant information through their preferred digital channels and allow them to respond quickly and easily in the same channel, motivating them to act and potentially reducing their need to call.

Conversational IVR
Voxai Conversational IVR enables callers to talk to the IVR in their own words, offering intelligent responses to help resolve their issues quickly without needing an agent. When calls are transferred to an agent, the IVR passes on the full context of the conversation so customers don't have to repeat themselves, and agents can work more efficiently.

Messaging
Make it simple to meet customers in the channels they use every day, including SMS, Facebook Messenger, WhatsApp, Apple Messages for Business, Google's Business Messages, Twitter Direct Message, and more.

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

Live Assist
Give customers more control over how they engage, whether they need real-time assistance or the flexibility of an asynchronous conversation, by connecting them to agents with the right skill set to resolve their issues efficiently.

VOXAI SOLUTIONS | **GENESYS** Partner

Call Us: 972-691-3333

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.

Listens
for the tone to optimize keywords and customer utterances

Knows
common citizen questions and best-rated answers

Understands
inquiries and sentiment, in all required languages and across all use cases

Retains
what's learned and collects feedback for continuous improvement

Responds
with recommended answers pulled directly from the knowledge base

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)

A Top 5 International Airport
Improves Engagement and Customer Experience with Voxai

The U.S Airport's first natural language understanding IVR system delivers fast, personalized IVR self-service and a superior caller experience while reducing operations costs.

Challenge

The airport wanted to improve its customer experience by helping travelers resolve their cases faster and offering more assistance to prospective customers in completing their onboarding process.

Solution

Speech-enabled IVR self-service solution integrated with Genesys Cloud CX, featuring natural language call steering and personalized call handling with proactive information delivery.

Results

• Improved Customer Experience

• Increased call containment

• Significant cost savings

A Top 5 International Airport
USA

Our client is a Top 5 international airport in the USA. With its Customer-First approach to omnichannel customer interactions, the airport always looks for an outstanding customer experience. Dealing with around 2 million interactions annually—including 500,000 inbound and outbound calls, 150,000 emails, and more than 850,000 chats—the virtual assistants primarily handle inquiries from the customers relating to arrival/departure information, general queries, and secured payment processing.

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