



The Contact Center of the Future:

Human-AI Collaboration For Happier Customers

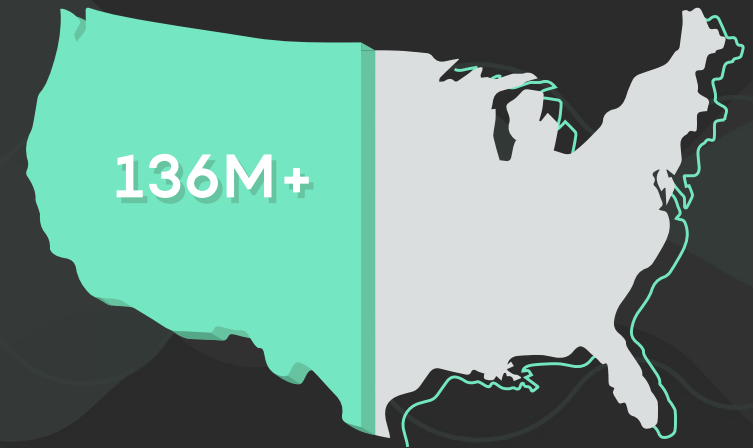


Humans are adopting voice technology faster than any other technology in history, even faster than the internet or smartphones.



Today, more than half of U.S. adults
[more than 136 million]
use voice technology each month.

94% of those users
say that voice as an interface
not only saves time but improves
their quality of life.



Still, consumers are split on using voice technology for **customer service interactions**:



55%

prefer to speak to a human, but



54%

also said they would choose AI over a human customer service rep if it saved them 10 minutes.





The Solution? Human-AI collaboration

[which Gartner calls one of the top strategic technology trends of 2020.]

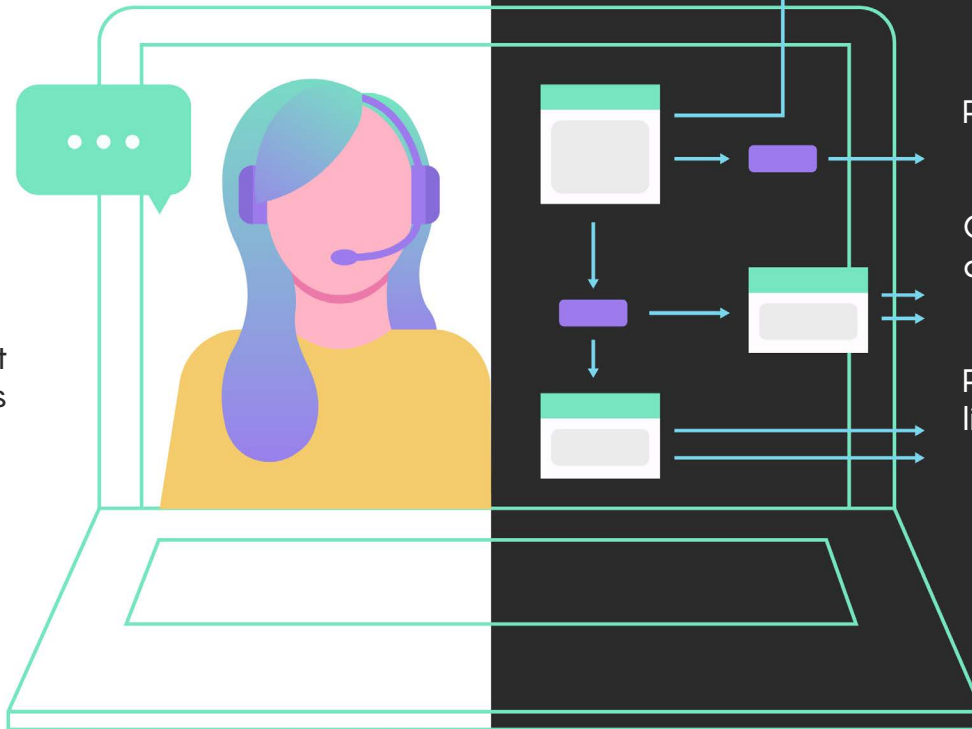
The contact center of the future won't replace customer service agents with AI. Instead, human agents and AI will work together to create the best possible experience.



How Live Agents and Voice Agents Will Work Together

Live Agents

- Resolve complex issues
- Handle high urgency cases
- Educate customers on product solutions and resolutions
- Offer empathy and personality
- Spend time training for high-value cases



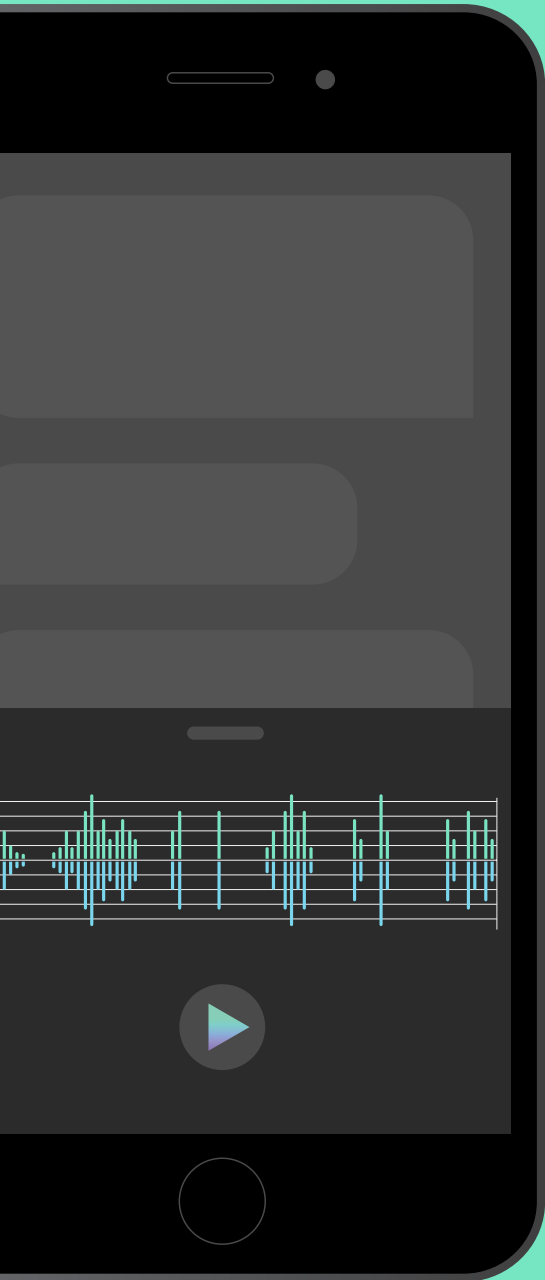
Voice Agents

- Resolve common tier-1 issues
- Collect basic information to automate workflows
- Provide call summary notes to live agents
- Escalate calls to the right agent when necessary
- Reduce agent training for common issues

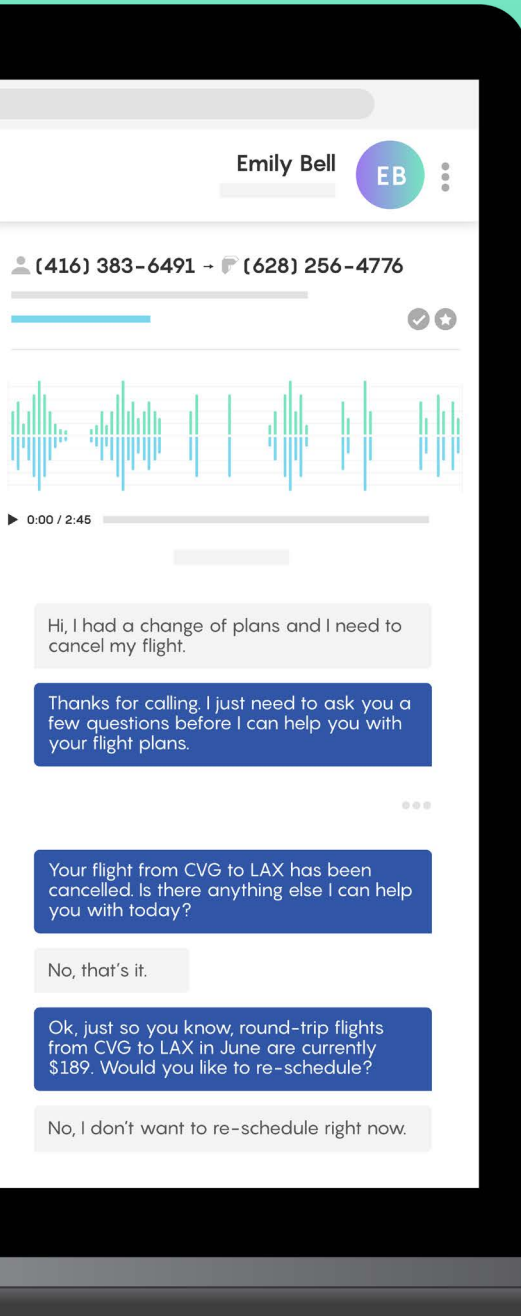
During the Call

1

Customers can interact with your brand using the fastest, most natural means of communication - **their voice.**



During the Call



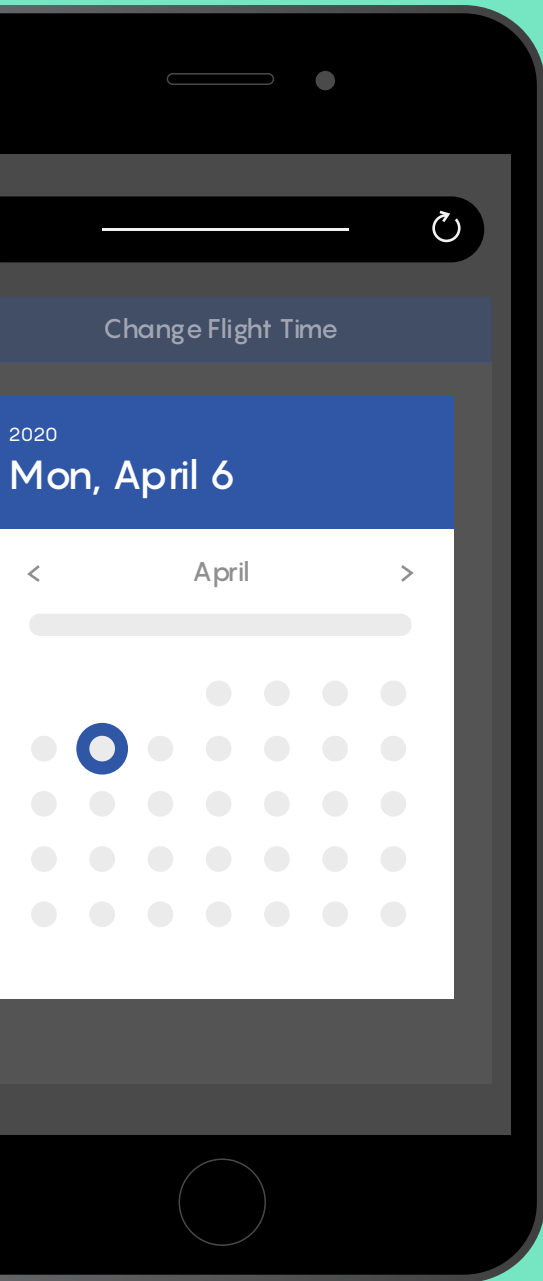
2

Customer can ask for help using full-length, natural sentences. No restrictive “press 1 for...” IVR menus.

3

Voice agent answers immediately in a natural voice — no awkward lags or hold time.

During the Call



4

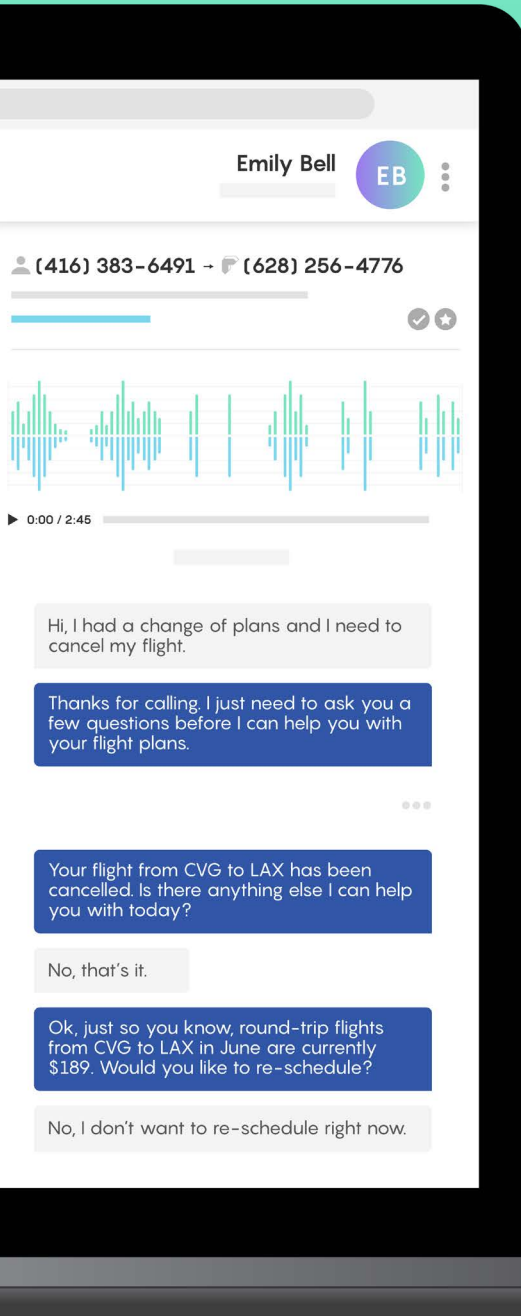
Customer can receive SMS or IVR prompt to provide information while the voice agent waits on hold. No manual data collection for agents.

During the Call

Voice agent quickly and intuitively analyzes the customer's issue, immediately responds to feedback and gets smarter over time.

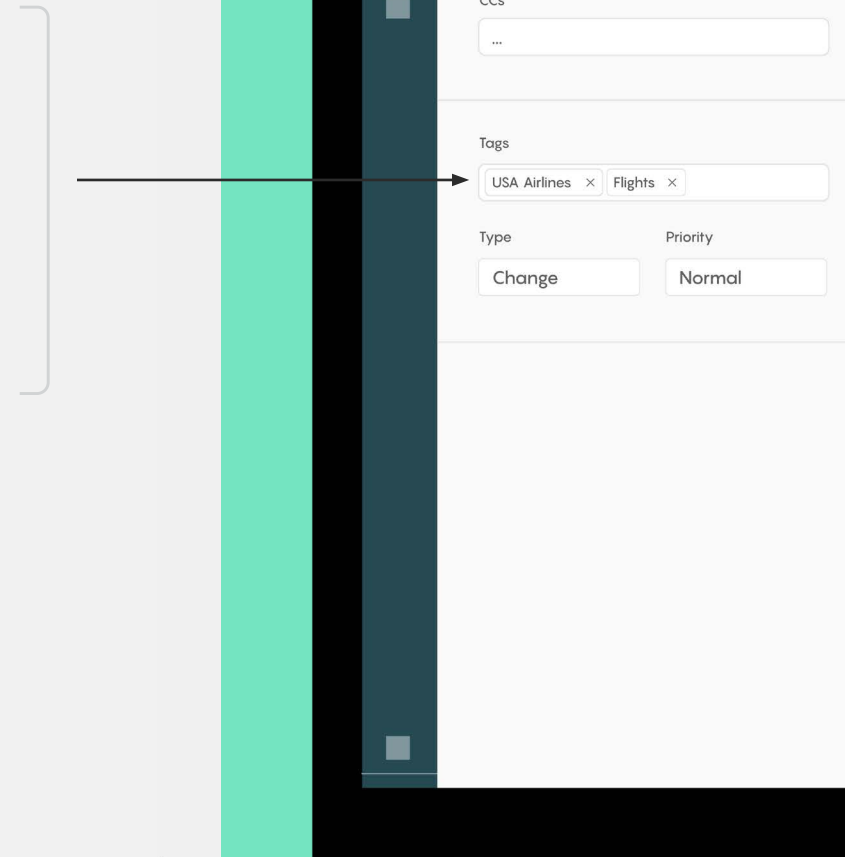
At the end of the call, the voice agent can upsell or cross-promote services, turning a revenue-draining call into a revenue-generating one.

5



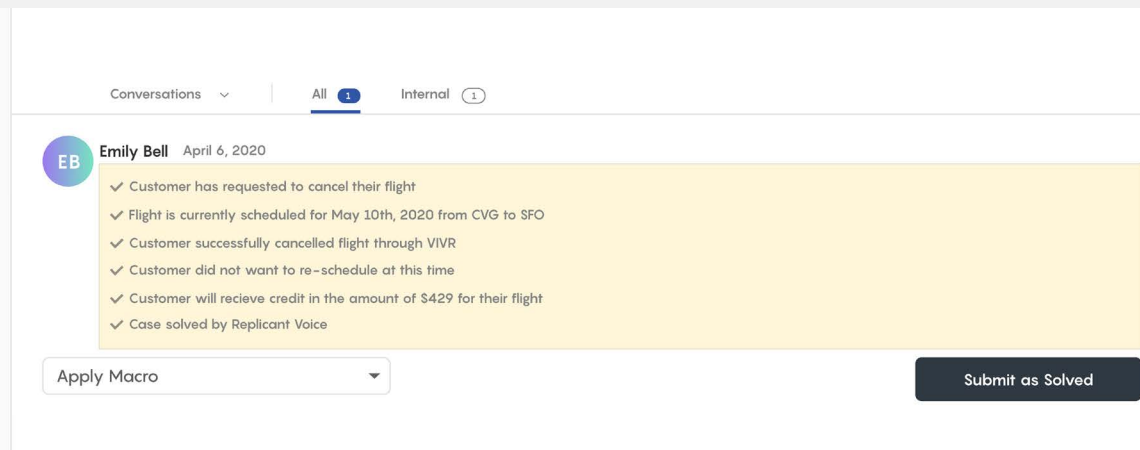
Intelligent Call Escalation

6 Call escalated to human agent if needed, who receives an automatically generated summary of the conversation. This includes every word spoken by the customer as well as auto-tags based on disposition and type of issue, making the agent's job easier.



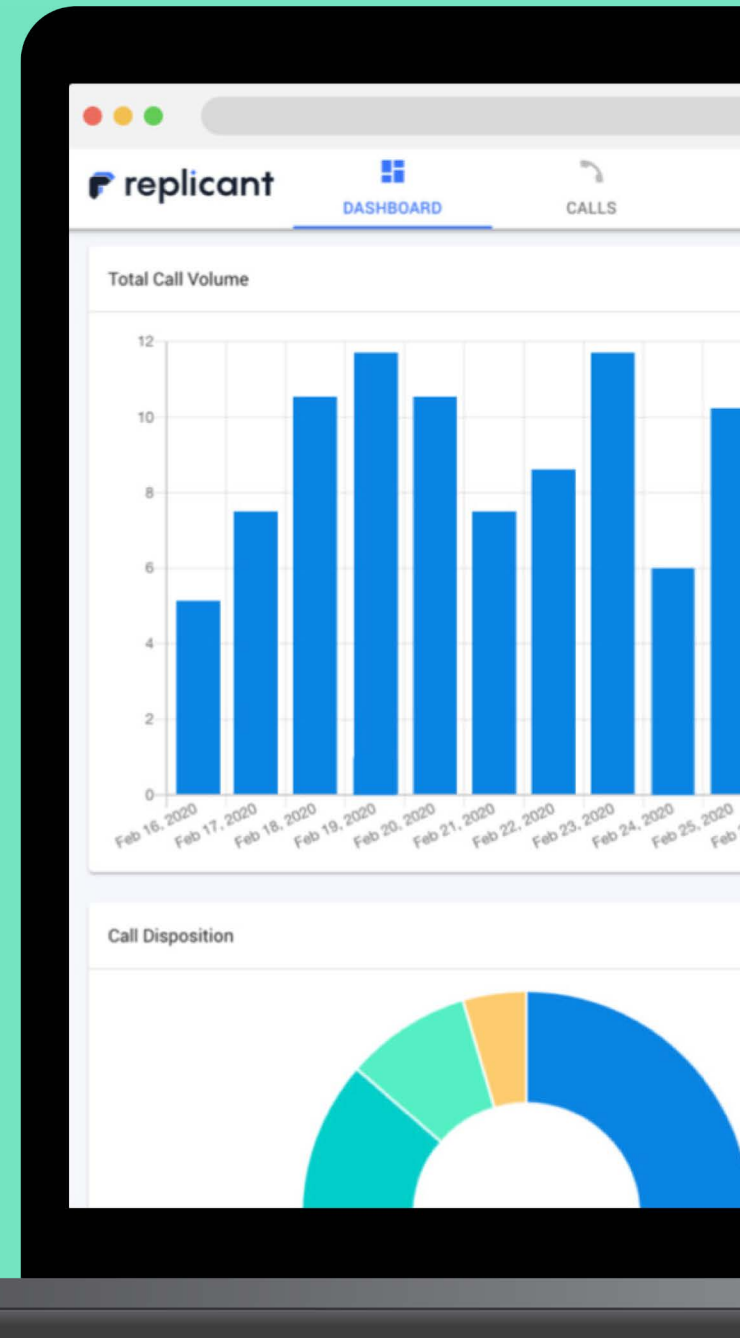
After the Call

7 A ticket is auto-logged and resolved in your CRM and support software with full call transcript and insights for future reference. No human intervention needed.



After the Call

8 Live agents can easily analyze structured call data to measure CSAT, determine common product issues, and get real-time insights into call center performance with customizable dashboards.

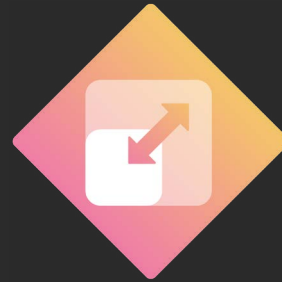




Benefits of the Future Contact Center



Provide 24/7
Service



Increase call-center
capacity



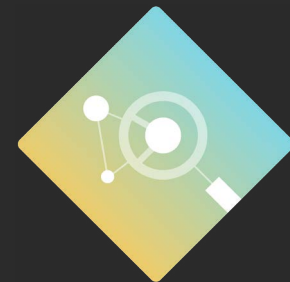
Reduce average
handle time




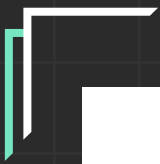
Reduce or eliminate
hold times



Increase CSAT



Get visibility into
unstructured call data

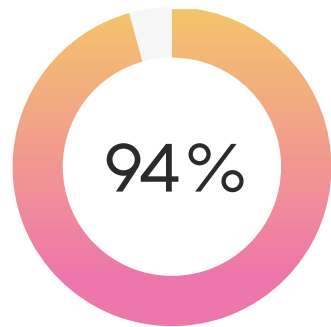


With Replicant Voice,
this isn't just the interaction of the future,
it's happening right now.

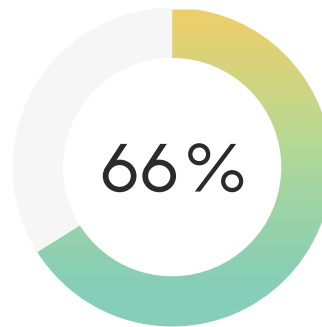




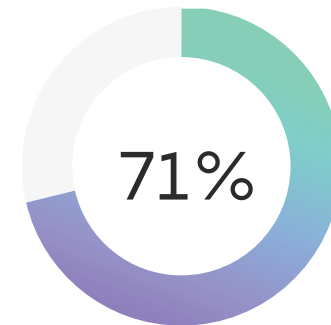
9/10 businesses are already making significant investments in voice



plan to increase their investment in voice interfaces in 2020



strongly agree that voice can help drive conversion and increase revenue

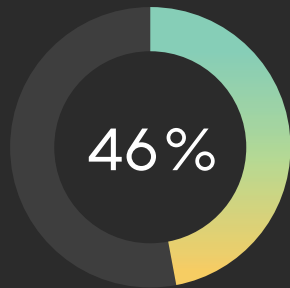


believe voice will improve the customer experience



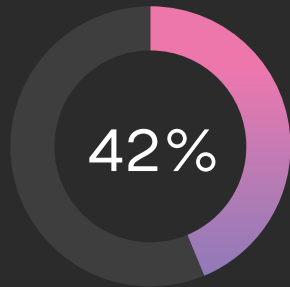
In the contact center of the future, AI will be more than a nice-to-have.

Today:



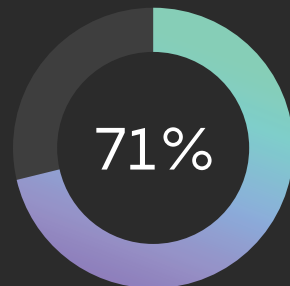
of contact center professionals

see voice technology as a significant competitive advantage. It's no longer a nice-to-have but a requirement to retain customers and stay competitive in today's marketplace.⁶



of customers

showed more interest in purchasing the product after experiencing good customer service.⁷



of consumers

would consider moving to a competitor if they had to repeat their query to multiple contact center agents. AI can prevent this by handing over transcripts to live agents when escalating calls.⁶

▶ 6. Speechmatics, 2019, 7. Zendesk, 2019



The most important qualities of Voice AI

According to customers

53% | How well it understands me when I speak



37% | How fast it responds



33% | How much it can do



16% | Whether I can use it when driving



12% | It's available on multiple devices



6% | Its personality



According to contact center leaders

95% | How well it uses the right words



78% | How fast it turns around a transcript



78% | Secure deployment



72% | Language availability



53% | Speaker change & repeat speaker accuracy



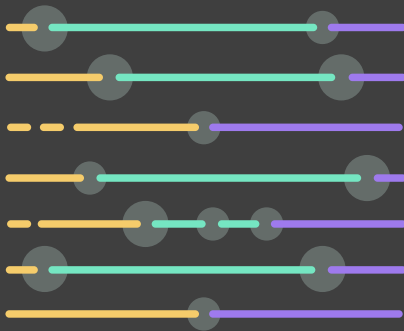
34% | Ease of use





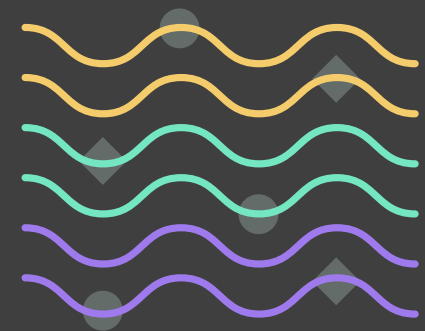
What makes a good human-AI conversation?

Replicant's Thinking Machine uses the latest in human-AI interaction design, creating conversations that are:



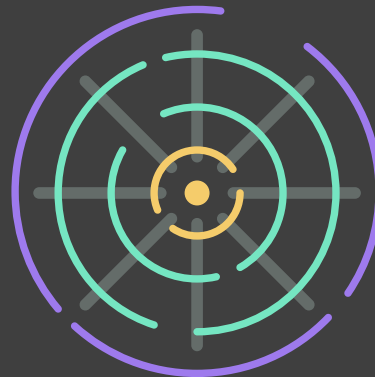
Accurate

Unlike earlier technologies that are only as smart as the keywords they're trained on, the Thinking Machine uses continuous learning to get smarter over time, using context and nuance to accurately understand customers with immediate feedback.



Speedy

Customers expect fluid conversations without awkward pauses, which is why the Thinking Machine responds in under a second. Even 7-10 seconds of latency can make a customer hang up in frustration.



Expressive

No one wants to speak with a monotone, expressionless machine (or human). That's why the Thinking Machine uses an in-tune, expressive voice that emphasizes keywords just like a human would.



The Voice AI Market Will Continue to Grow and Contact Centers Will Benefit

By 2026, the global market for Voice AI is projected to reach

\$27 billion.





Savvy contact centers are already seeing return on their Voice AI investment, and other businesses will soon follow.

100%



of contact center companies have already seen a return on their investment since adopting voice technology

67%



of contact centers have seen revenue growth since adopting speech technology into their solutions



By working together, Voice AI and human agents will revolutionize the call center one interaction at a time —making customer service more empathetic and efficient than ever.

To give your customers the seamless, conversational self-service they expect,

visit [Replicant.ai](https://replicant.ai)