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.

2. Adobe, 2019

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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.

3. Forbes, 2019

Human-AI Collaboration for Happier Customers
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

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


3. Voice agent answers immediately in a natural voice — no awkward lags or hold time.
Customer can receive SMS or IVR prompt to provide information while the voice agent waits on hold. No manual data collection for agents.
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.
Intelligent Call Escalation

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.
Picturing the Customer Support Interaction of the Future

After the Call

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.
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.

- 94% plan to increase their investment in voice interfaces in 2020.
- 66% strongly agree that voice can help drive conversion and increase revenue.
- 71% believe voice will improve the customer experience.

Source: Adobe, 2019
In the contact center of the future, AI will be more than a nice-to-have.

Today:

- **46%** 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.\(^6\)

- **42%** of customers showed more interest in purchasing the product after experiencing good customer service.\(^7\)

- **71%** 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.\(^6\)

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\(^6\) Speechmatics, 2019, \(^7\) Zendesk, 2019

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The most important qualities of Voice AI

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<thead>
<tr>
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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.

8. Speechmatics, 2019
Human-AI Collaboration for Happier Customers
What makes a good human–AI conversation?

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

**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.

**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.

**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.

9. Data Bridge Market Research, 2018
Human-AI Collaboration for Happier Customers
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.

10. Speechmatics, 2019

Human–AI Collaboration for Happier Customers
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