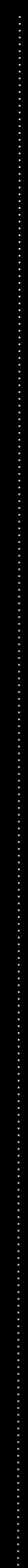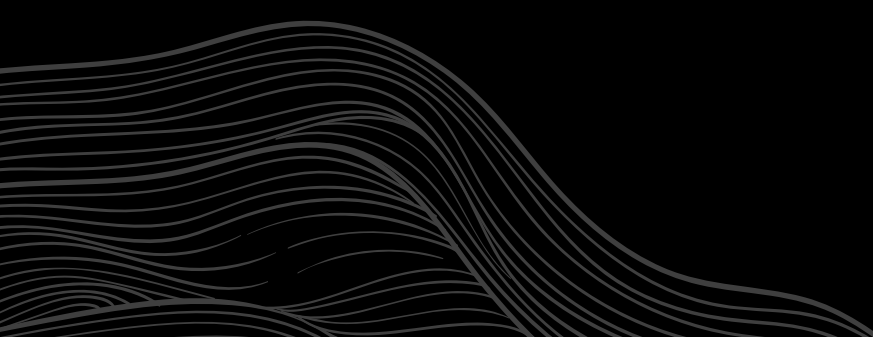# Atify

Positive Impact with AI

CONTACT CENTERS AUTOMATION

AI Telephone Assistant

What is this?

Atify

During years of experience Atify gained a substantial expert knowledge in building **Artificial Intelligence-powered** Solutions for Contact Centers.

Such Solutions allow Call Centers and Customers Support hotlines of any scale to automate handling large portions of **incoming phone inquiries**.

WE BUILD AI ASSISTANTS TAILORED TO SPECIFIC BUSINESS OPERATIONS WHICH CAN COMMUNICATE OVER A PHONE WITH CALLING CUSTOMERS MIMICKING A HUMAN-LIKE CONVERSATION IN ORDER TO:

Understand what kind of information a calling customer needs

(asking a regular question, resolving a technical issue, checking account statement, checking delivery status etc.)

Find required information and provide such information to the customer

(answering regular questions, guiding through problem resolution steps, telling information regarding billing/account statement, resetting password etc.)

Register any required information from the calling customer and save it in CRMs/ DataBases

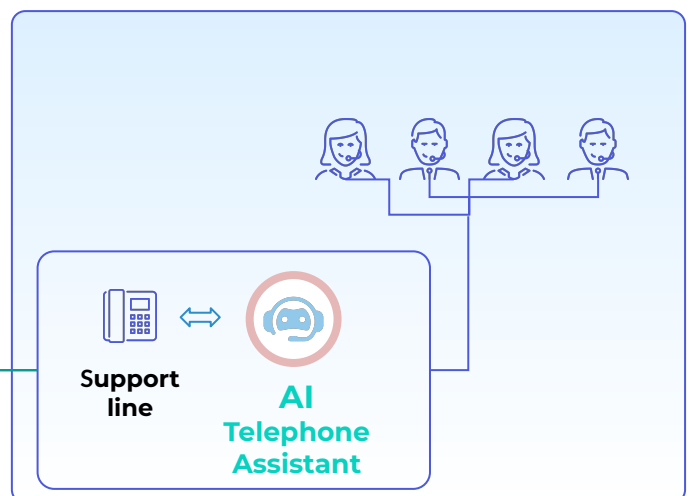(names, contacts details, areas of interest etc.);

Post-process collected information

(making reservations / scheduling appointments, sending emails, making calls, initiating additional inquiries for other teams).
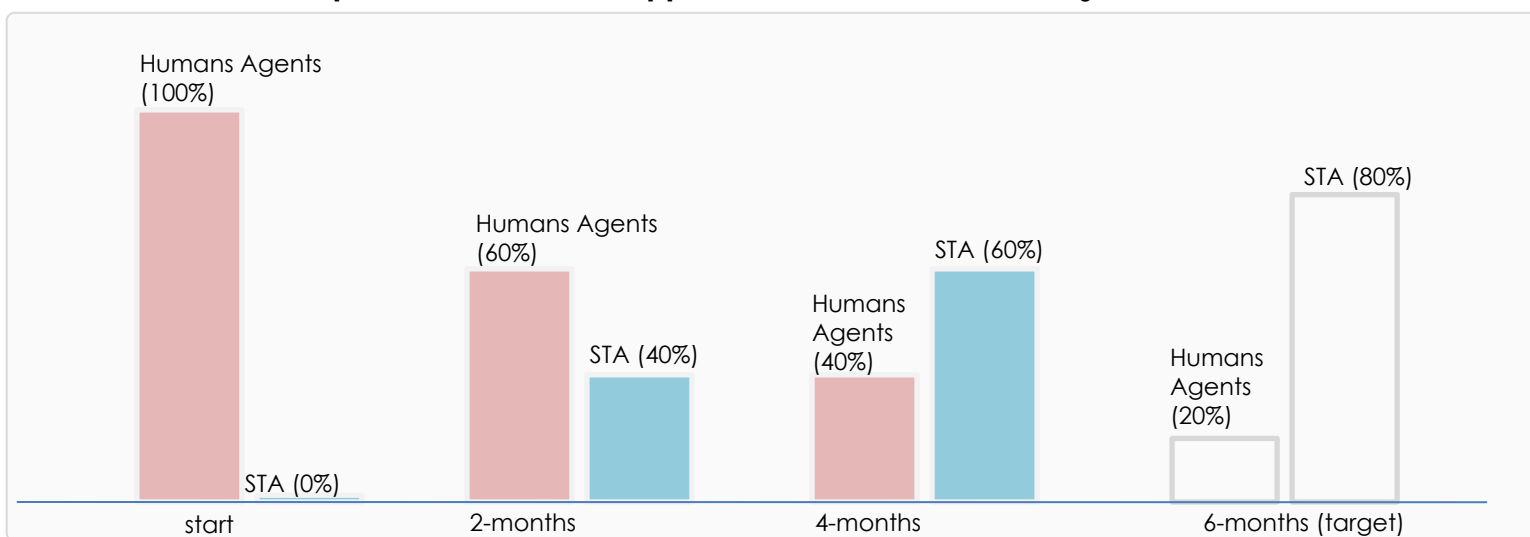
Human operators

Customers

Support line

AI Telephone Assistant

Atify - positive impact with AI

Can AI Assistant replace human Agents entirely?

Atify

AI-powered Assistant requires continuous **skills training** during initial months after the implementation. This training process allows to gradually tailor the Solution towards specific communication styles of your customers. As a result, Smart Telephone Assistant will be progressively increasing its effectiveness and improving the overall customers experience.

Depending on a nature of your phone support operations, Smart Telephone Assistant is estimated to effectively take over around **60% - 80%** of your current incoming calls volume. However, some level of human operations will still be required to process the remaining **20 - 40%** inquiries. The Solution can transfer such calls once the need for a live agent assistance identified during a call (complex non-standard case, high level of ambiguity in a customer's request etc.):

Expected Customers Support workload distribution dynamics

Humans Agents (100%) — STA (0%) — start
Humans Agents (60%) — STA (40%) — 2-months
Humans Agents (40%) — STA (60%) — 4-months
Humans Agents (20%) — STA (80%) — 6-months (target)

Disclaimer: the figures above are reference number only and can vary depending on a specific project!

Expected benefits

COST REDUCTION

minimum people required for support operations
as the majority of the workload will be handled
by Technology.

SERVICE AVAILABILITY

STA can handle incoming calls 24x7 with no
service interruption.

SERVICE CONTINUITY

no support interruption would occur during
force majeure situations
(i.e. COVID-19 when many Call Centers around the World entirely suspended operations).

OPERATIONAL EFFICIENCY

STA is capable of handling not only customers' calls
but also processing post-call work such as making reservations / appointments, sending email reports
or adding information to DataBases.

Use Cases

Atify

Below are some standard Use Cases we implement to automate Customers Support operations:

- Handling Frequently Asked Questions.
- Logging customers' inquiries in CRMs, creating support cases, sharing case numbers with customers.
- Authenticating customers.
- Processing transactions (purchases, bookings, appointments).
- Sending confirmation emails.
- Extracting customers' specific information and sharing it during a conversation (billing statement, delivery status etc.).

Expert knowledge at all stages

Our professionals can analyze your Business Operations, design a suitable solution, estimate expected benefits, carry on implementation activities and provide post implementation support.

Requirements discussions	Solution Design & Prototyping	Prototype Demo & Confirmation	Solution Development	UAT / model adjustments	Production release	Continuous Improvement
Set of discussions to understand specific needs and requirements.	We choose the most suitable implementation strategy and Technology.	Before we start the development, we confirm the expected outcome.	This is heavy lifting - time to build the actual Production ready Solution and establish required integrations.	A set of User Acceptance Tests and demonstrations to be done to confirm the Quality of the prepared Solution.	**BIG BANG!** Time to deploy the Solution and let it create a positive impact.	Repetitive process to analyse performance and make adjustments for the best results.

Available languages

English (US)   English (UK)   German   Spanish   Korean   Japanese

Note: More languages are being added in 2023.

Demo recordings

The audio examples below demonstrate how AI-powered voice solutions can handle incoming calls:

🔊 **Example 1** (booking a hotel)
https://atify.ai/downloads/ai-telephone-assistant-sample1.mp3

🔊 **Example 2** (setting an appointment)
https://atify.ai/downloads/ai-telephone-assistant-sample2.mp3

For inquiries please contact our AI Product Team at info@atify.ai
We'll get in touch shortly to design the most suitable system for your Business.

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