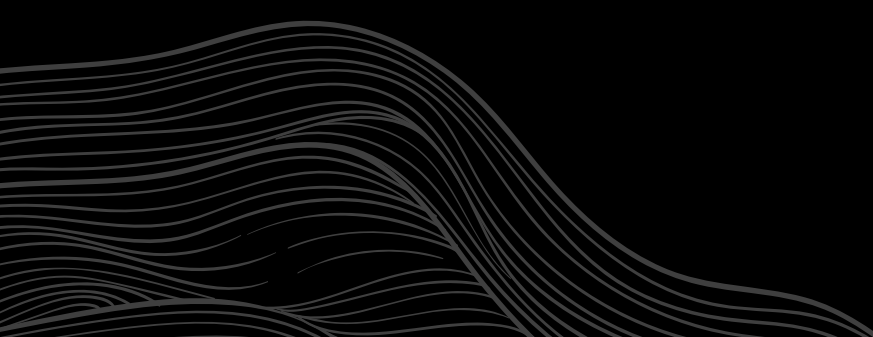




# SMART TELEPHONE ASSISTANT (STA)

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Service introduction



# What is this?

## Smart Telephone Assistant (STA) is the new Artificial Intelligence-powered Solution for Contact Centers automation.

This Solution allows Call Centers and Customers Support hotlines of any scale to automate handling large portions of **incoming phone inquiries**.



### THE SYSTEM 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.);



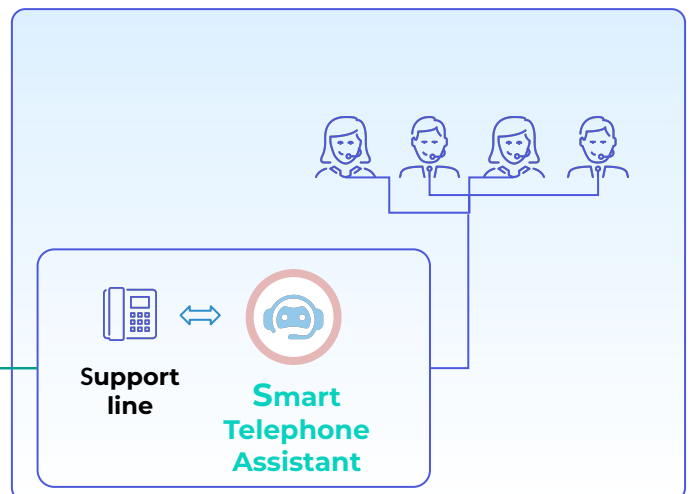
#### Post-process collected information

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


#### Customers



#### Human operators

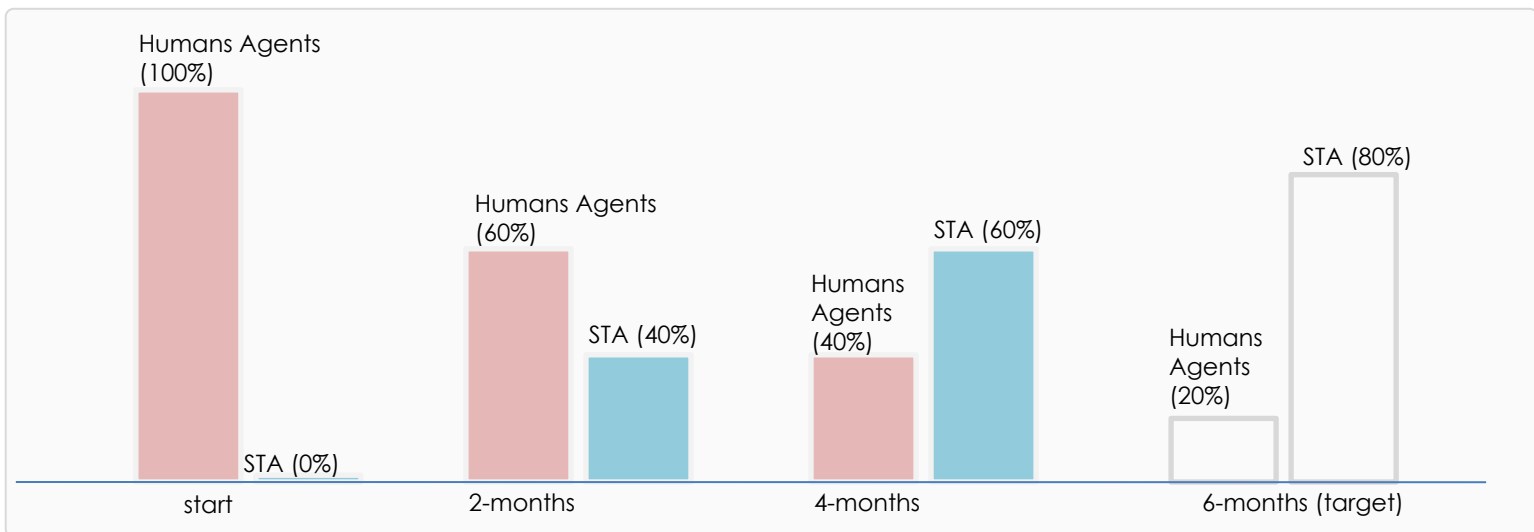


# Can Smart Telephone Assistant replace Human Agents entirely?

 Smart Telephone 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**



## 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.

# Available languages



English  
(US)



English  
(UK)



German



Spanish



Korean



Japanese

Note: More languages will be added in 2023

## Demo recordings

The audio examples below demonstrate how STA handles incoming calls:



**Example 1** (handling a simple job opportunity inquiry)

<https://atify.ai/downloads/smart-telephone-assistant-sample1.mp3>



**Example 2** (identifying a need, collecting contact information and setting an appointment)

<https://atify.ai/downloads/smart-telephone-assistant-sample2.mp3>

For inquiries please contact our AI Product Team at [info@atify.ai](mailto:info@atify.ai)

We'll get in touch shortly to design the most suitable system for your Business.

## Contacts



150-0001, Tokyo,  
Shibuya Jingūmae, 6-chōme-23-4



+81 03-6672-1406



[info@atify.ai](mailto:info@atify.ai)



[atify.ai](https://atify.ai)

