

# Enhance IVR and IVA solutions with conversational AI

## Communicate more naturally with customers

Now, there is a path to leverage artificial intelligence (AI) and natural language processing (NLP) in the automation of conversational dialogue. Modern technology and applications are constantly developing in how they hear a voice, decipher the intent of the caller's question and then quickly connect them to the right input for an answer.

Conversational AI is used to "humanize" interactive voice response (IVR) systems and create intelligent virtual agents (IVAs) that recognize a caller's intent and respond with an appropriate answer. They can even hear elevated emotions, such as frustration, and quickly route the caller to a live agent.

Instead of forcing callers to navigate through phone menus and prompts, conversational AI applications can now ask, "How can I help you?" They bring a human-like touch to what was once an automated and emotionless menu system. Deliver better customer experiences, connect more quickly and curb customer frustration with NLP and the next generation of voice communications.



Applications are trained to listen to a customer's words to discover their intent and then determine what action needs to be taken.



Applications route callers to the correct self-service solution or a live agent for more complicated issues.

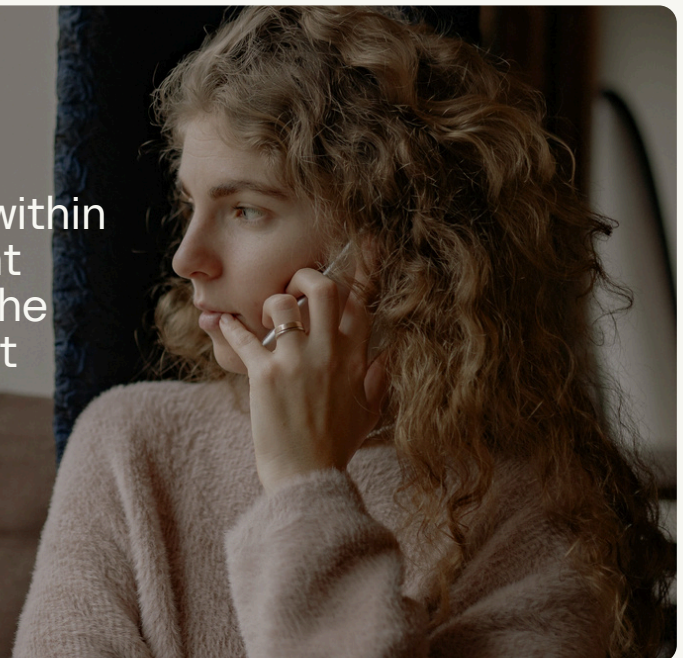


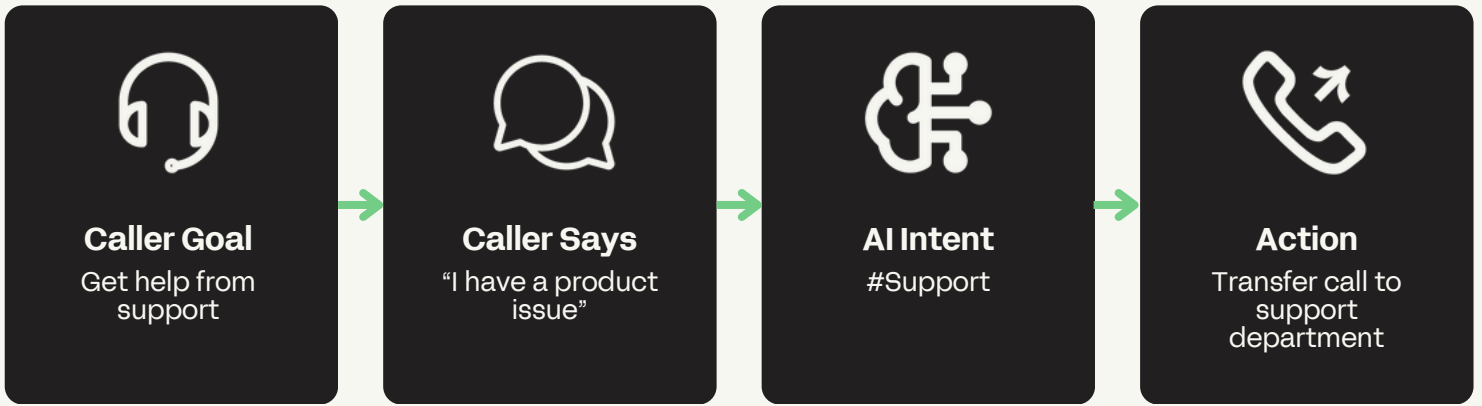
Determine caller intent faster and decrease overall call handling time



Conversational AI deployments within contact centers will reduce agent labor costs by \$80B by 2026. In the same time period, one in 10 agent interactions will be automated.

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# Competitive advantage

By utilizing these modern technologies, your business can lessen the operational costs that come with maintaining a contact center consisting of only live agents. At the same time, you can encourage and enable a happier and more productive workforce by routing common questions to pre-recorded answers and automating repetitive tasks.

## Benefits

- Quickly answer FAQs
- Decrease a contact center’s average handle time (AHT)
- Collect customer information before a live agent answers the call
- Lessen caller frustration with voice responses vs. prompts in phone tree menus
- Resolve customer inquiries more efficiently and effectively
- Allow live agents to focus on more complex customer issues and open up time for other tasks



## Delivery

Sharpen’s platform is built on a fault-tolerant and scalable cloud architecture which eliminates on-site hardware and support. It is delivered over a Tier 1 telecom infrastructure with built-in redundancy and designed for 99.9% uptime of voice applications.



## Support

Expert Technical Support is included with your Sharpen subscription. We offer 24/7 technical support for troubleshooting broken production-level applications.



## Professional Services

Our in-house Professional Services team works together with you to create a strategic plan - design, implementation, QA, deployment and support - to enable a smoother transition, faster ROI and impactful results.



As your partner in performance, productivity, and empowerment, Sharpen delivers better outcomes: better outcomes for customers, agents, and your business. Our contact center platform is intentionally designed and masterfully engineered for a seamless, intuitive experience across the board for a CX difference you can see—and feel.



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