



CONVERSATIONAL VOICE BOTS

Natural Conversations, Powered by AI

Presentation - Jan 2025

OUR BOT IN ACTION

Everything that this presentation covers

Hiring Agent

Namaste, kya meri baat
Akshay Kumar se ho rahi
hai?

Driver

Hello

Kindly listen to this 90 sec client call
before proceeding

DEMO NUMBERS

Banks & NBFCs

+91 80 3573 5761

Payment Reminders for Loan

E-Commerce

+91 80 3573 5760

Order Reschedule

Cab Aggregators

+91 80 3573 6670

Driver Lead Qualification

Why Voice Bots

Volume of calls are still high, despite deploying low cost, non-human channels like Chatbots, IVR, FAQs and Clear Documentation.



IVRs are slow and difficult to navigate to get to the relevant information



Chatbots are tree structure driven and non-conversational in nature



Customers prefer having real conversation and get immediate resolution



FAQs require a person to search through entire data set



WHY US?

Our bots can handle the entire conversation and respond with consistency and empathy all by themselves.

- ▶ Human-like reasoning capabilities
- ▶ Intelligence in interruptions handling
- ▶ Auto-scaling with pay-per-use
- ▶ Multi-lingual and 24x7
- ▶ Wide Range of Female & Male Voices
- ▶ Real-time analytics and access to CDR
- ▶ Inbound & Outbound Support

CORE CAPABILITIES

Context Switching



Smart Interruptions



Noise Filtration



Silence Detection



Retry Logic

Built-in logic for phone busy and not answered

- Retry [X] times
- Retry after [Y] minutes

Call Funnel Analysis

Track performance at node or interaction level to:

- Identify drop off points
- Improve the script

Summarization

Customised for each use-case to extract structured output at a call and campaign level

SUPPORTED LANGUAGES

ENGLISH

TELUGU

GUJARATI

HINDI

TAMIL

PUNJABI

BENGALI

KANNADA

URDU

MARATHI

MALAYALAM

INTEGRATIONS AVAILABLE

Telephony



Speech To Text



Deepgram



Text To Speech



ElevenLabs



LLM



SUPPORTED USE-CASES

Order Related



Order Reschedule



Order Cancellation



Difficult Customer

Appointments



Car Test Drive Confirmation



Car Service Booking



Salon Appointment

Feedback



Food Order Feedback



AC Service Feedback



In-store Purchase Feedback

Payments



Insurance Premium Reminder



Credit Card Payment



CLIENT CASE STUDIES

Client Case Study



Use-Case / Current operations

- Sometimes order is not delivered due to shop closed, owner not available or cash not available
- Prevent revenue loss and reverse logistics charges by asking customers to choose alternate delivery date
- 10 telecallers making 1,500 calls per day across 5 languages

Challenges

- High volume at start and end of month, leading to daily call spillovers
- High single person dependency for regional language
- Calls made from 2pm to 6pm with low connect rates
- No QC process for call and disposition quality
- Agent training and retraining with high attrition

Results

- Bot disposition rate 50% vs human rate of 45%
- All calls processed between 11am to 1pm with highest connectivity rate
- No single person dependency for regional language
- Zero error calls and disposition
- No human intervention
- Integrated with CRM for input and output of calls

Client Case Study



Use-Case / Current operations

- Database of potential leads available with dealer
- 5 tele-callers calling large lead base to identify interested customers in a short period of time (pre-festivals)
- Pass on the qualified leads to sales team of respective showrooms

Challenges

- Calls to be made from 8:30am to 10:00am and 6:30pm to 8pm
- No workforce available to call at these hours in shifts
- 5 tele-callers unable to call lakhs of customers in a week's time
- Timely calling of leads generated through own website or 3rd party websites

Results

- 10% response rate vs 5% by human team
- Scheduling of calls at peak times during morning and evening at lower cost per minute
- Outreach to lakhs of customers in a week's time without increasing tele-callers
- Realtime structured call output with customer interest and preferred car model for sales team

A modern office interior with a high ceiling, exposed concrete beams, and large windows. The space is filled with various green plants in pots. In the foreground, there is a long wooden desk with several office chairs. In the background, there are more desks, chairs, and a large sofa. The overall atmosphere is bright and airy, with natural light coming through the windows. The text "INSIGHTS & ANALYTICS" is overlaid in the center in a large, white, sans-serif font.

INSIGHTS & ANALYTICS

INSIGHTS & ANALYTICS

Payment Reminder Use Case

Summary of calls attempted and connected in a campaign

Call Status Summary

Total Calls Shared	14	
Unique Customers	14	
Calls Attempted	14	100.00%
Connected Calls	14	100.00%
Not Connected Calls	0	0.00%

Connected Call Summary

PTP (on time)	3	21.43%
PTP (late)	3	21.43%
Pay Never	1	7.14%
Already Paid	2	14.29%
Not My Loan	1	7.14%

Summary of all dispositions in a campaign

Disposition	Payment Date	Payment Mode	Reason	Transcript	Duration	Recording	Telecom#
wrongnumber				Transcript	47.828	Link	9180357357
paid				Transcript	18.064	Link	9180357357
payontime	24-10-2024	Online		Transcript	25.122	Link	9180357357
paylate	02-11-2024		पैसे नहीं है	Transcript	43.126	Link	9180357357
wrongnumber				Transcript	17.939		9180357357
paylate			no funds	Transcript	41.924	Link	9180357357
payontime	25-10-2024	Cash Collection		Transcript	45.331	Link	9180357357
payontime	24-10-2024	Online		Transcript	41.47	Link	9180357357
paylate			no money, will ...	Transcript	42.444	Link	9180357357
paid				Transcript	25.777	Link	9180357357
calllater				Transcript	16.062	Link	9180357357

Call level details
Disposition
Payment Date
Payment Mode
Reason for delay
Transcript
Recording
more

INSIGHTS & ANALYTICS

Order Reschedule Use Case

Summary of calls attempted and connected in a campaign

Call Status Summary

Total Calls Shared	100	
Unique Customers	100	
Calls Attempted	100	100.00%
Connected Calls	80	80.00%
Not Connected Calls	20	20.00%

Connected Call Summary

Total Connected	80	
Reschedule	36	45.00%
Cancelled	5	6.25%
No Disposition	39	48.75%

Summary of all dispositions in a campaign

Customer#	Call Status	User Response	Reschedule ...	Cancel Reason	Duration	Transcript	Recording
B s c shoe place	busy					Transcript	
Aashapura 99 s...	completed	call_later			31.374	Transcript	Link
Avani General S...	failed					Transcript	
ankur footwear	busy					Transcript	
Aanya Enterprise	completed	reschedule	18-09-2024		44.687	Transcript	Link
Arkan	completed	cancel		late delivery	47.139	Transcript	Link
Ambika kids an...	completed	no_info			29.411	Transcript	Link
Babin shoe store	completed	reschedule	18-09-2024		36.296	Transcript	Link
Abhijit das	completed	no_info			41.598	Transcript	Link
A 1 footwear	completed	reschedule	18-09-2024		79.038	Transcript	Link
Ambika Enterpr...	completed	no_info			19.997	Transcript	Link
Ajay tredars	completed	reschedule	18-09-2024		57.611	Transcript	Link

Call level details
User Response
Reschedule Date
Cancel Reason
Transcript
Recording
more

INSIGHTS & ANALYTICS

Automobile Lead Qualification Use Case

Summary of calls attempted and connected in a campaign

Call Status Summary

Total Calls Shared	9	
Unique Customers	9	
Calls Attempted	9	100.00%
Connected Calls	9	100.00%
Not Connected Calls	0	0.00%

Connected Call Summary

Total Connected	9	
Interested	7	77.78%
Test Drive	1	11.11%
Referral Program	1	11.11%
No Disposition	2	22.22%

Summary of all dispositions in a campaign

Disposition	Model	Location	Test Drive	Referral Prog...	Transcript
Wrong Number					Transcript
Call Later					Transcript
Call Later					Transcript
Interested	tata harrier	paschim vihar	Interested		Transcript
Referral Program				Interested	Transcript
Interested	टाटा हैरियर				Transcript
Interested	टाटा पंच	स्लॉट प्लेस			Transcript
					Transcript
					Transcript

Call level details
Disposition
Preferred Car Model
Location
Test Drive Needed
Referral Program
Transcript
Recording
more

A photograph of a modern office interior, overlaid with a dark blue semi-transparent filter. The office features wooden desks, ergonomic chairs, large potted plants, and a lounge area with sofas. The ceiling has exposed wooden beams and industrial-style lighting. The text "OUR CAPABILITIES IN DETAIL" is centered in white, bold, sans-serif font. Dark blue geometric shapes are visible on the left and right edges of the image.

OUR CAPABILITIES IN DETAIL

CAPABILITIES

How we mimic a human conversation

End of Speech Detection

- End of speech detection means identifying when the customer has stopped speaking
- Our bots can detect end of speech within 0.2 seconds
- The quicker we identify, the quicker bot can respond to user's query

Intelligent Interruption Handling

- When the user interrupts the bot, the bot pauses to listen to the user's input
- It smartly ignores filler words like “hmm”, “ah”, “okay” whenever they are spoken as acknowledgement of speech
- Bot responds to these filler words when said as actionable answer to the bot's message
- Detects whether to move ahead with the conversation or reiterate previous message by analysing the interruption time

Silence Detection

- If the user does not respond within [X] seconds, bot confirm if they are listening
- If user does not respond further, bot gracefully disconnects the call after playing a client configured message

CAPABILITIES

How we mimic a human conversation (cont.)

Light Background Noise

- Our bots mimic subtle background noise to give a more realistic conversational experience
- Complete silence can trigger anxiety on the user side that can lead to call disconnection

Latency / Time Between Responses

- Time gap between user and the bot speech has to be minimal for the conversation to feel natural
- Our bots respond within 2 seconds to sound more authentic
- They can also use fillers or discourse markers to fill pauses and make it more real

100% Configurable As Per Client

- All capabilities are configurable and adaptable as per client's needs

GET IN TOUCH



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