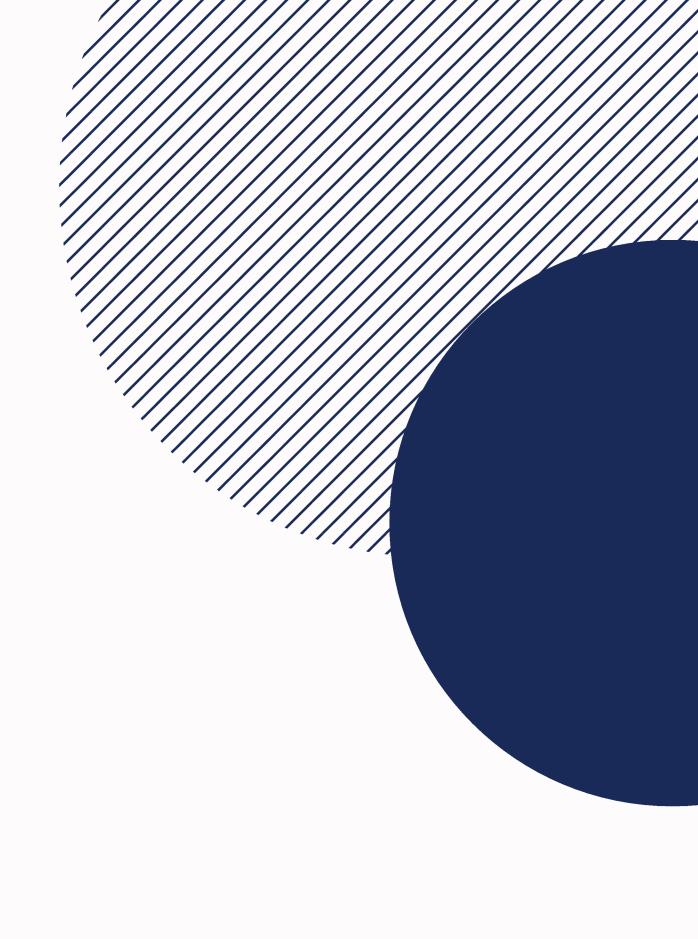


# CONVERSATIONAL VOICE BOTS

Natural Conversations, Powered by Al

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



**Context Switching** 

**Quickly Get to the Point** 

**Consistent and Easily Trained** 

**Better Compliance & Analytics** 

Customers prefer having real conversation and get immediate resolution





Chatbots are tree structure driven and non-conversational in nature

FAQs require a person to search through entire data set

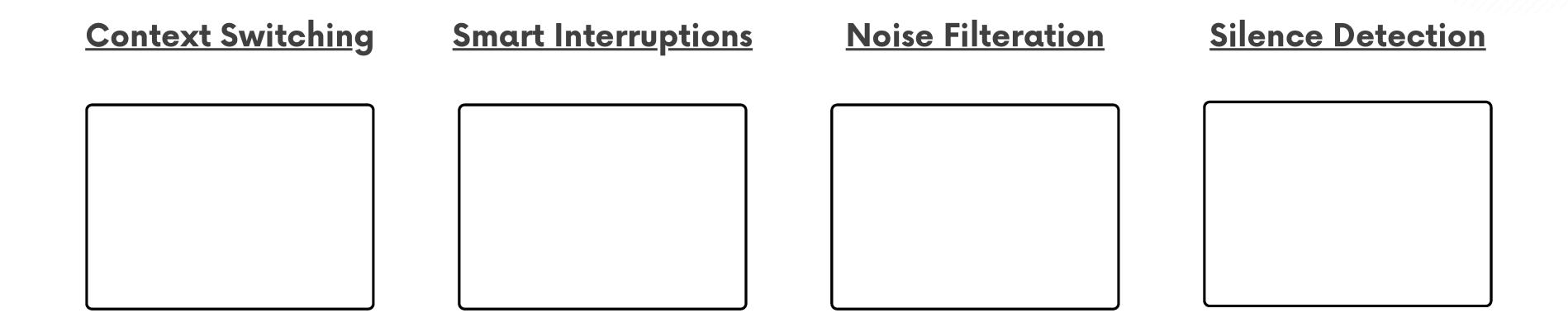


# WHY US?

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



## **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 AVAILABE

**Telephony** 

**Speech To Text** 

**Text To Speech** 

LLM









Deepgram

**IIElevenLabs** 







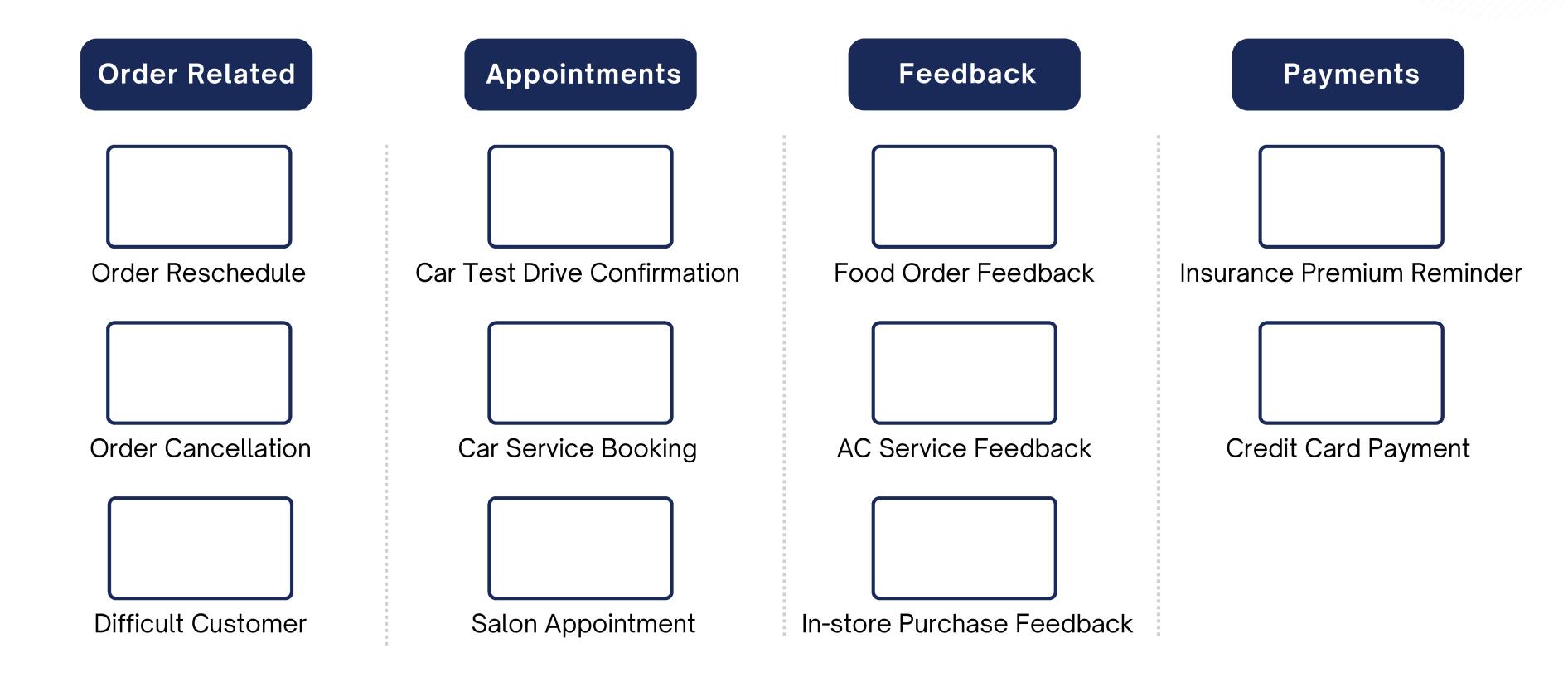








# SUPPORTED USE-CASES





# Client Case Study



## 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

## **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

#### **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 (prefestivals)
- 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



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

#### **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%

Summary of calls

attempted and

connected in a

campaign

#### **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 7	Cancel Reason ▽	Duration 7	7 Transcript	Recording	7
B s c shoe place	busy					Transcript		
Aashapura 99 s	completed	call_later			31.374	Transcript	Link	
Avani General S	failed					Transcript		
ankur footware	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

Call Status Summary

Summary of calls

attempted and

connected in a

campaign

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

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

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



# 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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