

8x8 Contact Center

8x8 Intelligent IVR

8x8 Intelligent IVR connects callers to the best fit agents or departments by allowing them to simply speak the person or department's name or make a request. Hospitality businesses have utilized the conversational AI capabilities to assist in the reservation process by acting as a virtual concierge for guests. Government organizations can use 8x8 Intelligent IVR to assist motorists with a hands-free way to report and get information about traffic conditions 24/7. From retail to healthcare, the benefits of incorporating intelligence into the IVR can help provide better customer service.

8x8 Intelligent IVR Improves Customer Experience

It doesn't matter if you are running a new business or trying to grow an established one, improving customer experience by reducing response times is essential in today's digitally accessible environment. By enhancing your IVR with 8x8 Contact Center you can accelerate answers and reduce internal costs while making customers happier. Service leaders are under tremendous pressure to improve customer care while making internal processes more efficient. Intelligent IVR makes that possible.

Integrating Conversational AI as part of self-service applications can address bottlenecks in your customer interactions. 8x8 Intelligent IVR can integrate Speech Recognition and natural language processing into the existing dynamic IVR solution. When your business is ready to advance to an enhanced interface for customers, 8x8 can provide exciting new solutions based on internally developed AI combined with enhanced IVR applications.

Many talk about how AI can add value to customer-facing applications. 8x8 can show concrete business results when adding our 8x8 Intelligent IVR, from reduced costs to better customer experiences through empowered agents.

Intelligent interactive voice response means expanding the 8x8 IVR solution with APIs that allow support for the following features:

- Intelligent callbacks
- Natural language answer
- Multiple language support with text to speech
- Appointment booking
- Benefits election
- FAQs
- Eligibility assessment
- Customer feedback

Make IVR changes with ease

8x8's Intelligent IVR includes a graphical design tool to allow you to quickly and easily craft the customer journey within the IVR. Contact centers can build the appropriate call flow and system responses with an intuitive drag and drop editor within Studio. Templates can be developed to handle routine transactions, allowing live agents to more effectively spend their time on more complex questions.

Benefits of 8x8 Intelligent IVR

- Customer requests without using DTMF interface
- Increase efficiency (time value) of 8x8 Voice Agents
- Reduce system costs by reducing need for live agents
- Improve customer experience by reducing time to answer
- Allow live agents to better handle calls needing subject matter expertise
- Progression toward 8x8 AI

Natural language processing (NLP) makes it easier for your customers to get support using the 8x8 Intelligent IVR by dramatically simplifying the complexity of the interaction. It also increases the percentage of inquiries that can be automated, reducing costs. NLP lets you eliminate complex IVR menus and go beyond speech-enabled, directed dialog systems. 8x8 Intelligent IVR with NLP uses available industry standard processing engines.



Improve the IQ of your contact center

Demand for AI-powered customer service has never been higher as businesses realize the benefits of using AI-based agents. A [survey](#) by Gartner, Inc showed that 25% of customer service and support operations will integrate virtual custom assistant or chatbot technology by 2020, up from less than 2% in 2017.

In the same [report](#) by Gartner, 84% of organizations expected to increase investments in customer experience (CX) technology in the year ahead. That's because consumers are becoming more demanding. They now expect an immediate service response anytime, anywhere and on any device. They are also increasingly looking for self-service options that expedite resolution.

With natural language processing you'll be able to handle:

Intent matching: Intents are created for anything a user might request. For each intent, you simply provide a set of examples for how the caller might make the request. For example, "I want to make an appointment" or "I want to cancel an appointment." 8x8 Intelligent IVR then matches user requests with intents that it knows how to resolve.

Entity extraction: Extract important information from what is said to the agent interface so that you are able to act on it. This information can include system entities like dates, times, place names or amounts, developer defined entities or temporal, user entities.

Dialog control: Allows control of the flow of the conversational experience between the customer and the 8x8 Intelligent IVR so that you can optimize the dialog to quickly and accurately collect the information needed to respond to the request.