



akeira™ – Virtual Assistant

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Abstract

This paper gives an overview of a commercially viable product, akeira™ – Voice Virtual Assistant. It also details out the features, capabilities and benefits of this intuitive Virtual Assistant.

1. Introduction

akeira™ allows consumers to ask questions in their natural language and get the desired answer regardless of the many ways the question may be asked. akeira™ today has become the gold standard in superior customer experience management. The intuitive Virtual Assistant enhances consumer experience by interacting like a real agent using its natural language processing engine, thereby reducing the overall call handling time.

2. Voice Virtual Assistants

“Voice” is an essential underlying component of Virtual Assistants, a differentiating factor that sets them apart from other automated tools like chatbots. Voice is quite integral as it helps cut down on chat and enhances communication process. It also helps simplify the human-machine interaction while saving precious time. Voice-based Virtual Assistants are also endearing, giving that much needed human touch resulting in a more connected human-machine relationship.

There have been phenomenal developments in voice technology over the last few years; voice has moved beyond being robotic and mechanical in expression. Voice now includes human-related elements such as inflection, expressiveness, and most importantly, emotions.

3. Features and Capabilities

akeira™ has the following features and capabilities:

- Provides support for more than 80 global languages and more than 100 accents/dialects.
- Authentication through Voice Biometrics to ensure security.
- Applications compatible with IVR based customer service and Mobile platforms.
- Highly scalable

- Enable self-service within the mobile app – Unstructured inquiries can be handled from the app without deep rooted menus.
- Brand Experience can be personalized – Virtual Assistant can be made unique to your customer service needs.
- Deliver faster outcome in fewer steps – Personal information can be updated anywhere from the phone.

akeira™ can be deployed on enterprise websites, mobile apps, in contact center environments or even via web enabled kiosks - wherever customers go for self-service answers. It offers advanced semantic processing that can recognize complex grammar structures of major international languages as well as regional languages. akeira™ also enables deeper context-aware user profiling by gathering information about the mood and emotions of your callers.

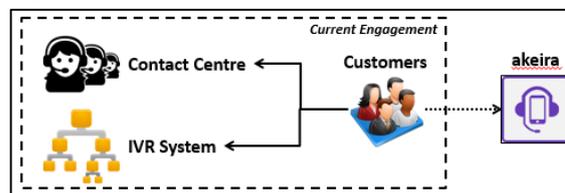


Figure 1: akeira™ workflow

4. Benefits

akeira™ processes queries using natural language processing, and instantly provides customized and precise results by parsing natural language questions and matching these questions with a single correct answer. It also acts as a 24x7 online research agent, delivering real-time, actionable voice of the consumer insights to enterprise clients. akeira™ is particularly effective when used in specific domain scenarios, such as industry verticals or in specific use-cases. It also offers other benefits such as:

- Enable faster outcomes:
Consumers can complete transactions in fewer steps and can update their information from anywhere using their mobile device.
- Ensure first call resolution:

Consumers are given a more engaging experience by guiding the agents to find the right solution to consumer problems without any escalations.

c) Reduce customer care costs:

Reduce agent handling calls and average call time and increase call capacity and better infrastructure utilization. Reduce misroutes and transfers thereby saving agent time in re-qualifying and re-routing the calls.

d) Manage contact volume:

Optimize contact volume that results from increase consumer interactions, without drastic increases in cost or a drop in consumer satisfaction.

5. Conclusion

The digital consumer today wants faster responses and no longer want to be on hold for a contact center agent or wait for an e-mail response. They want solutions to their problems interactively as well as anytime, anywhere access. akeira™ - Virtual Assistant provides a premium consumer self-service experience through an intuitive voice interface. akeira™ provides natural, multi-turn and contextual dialog to consumers across a variety of interaction channels to handle unstructured queries eliminating deep-rooted IVR menus.