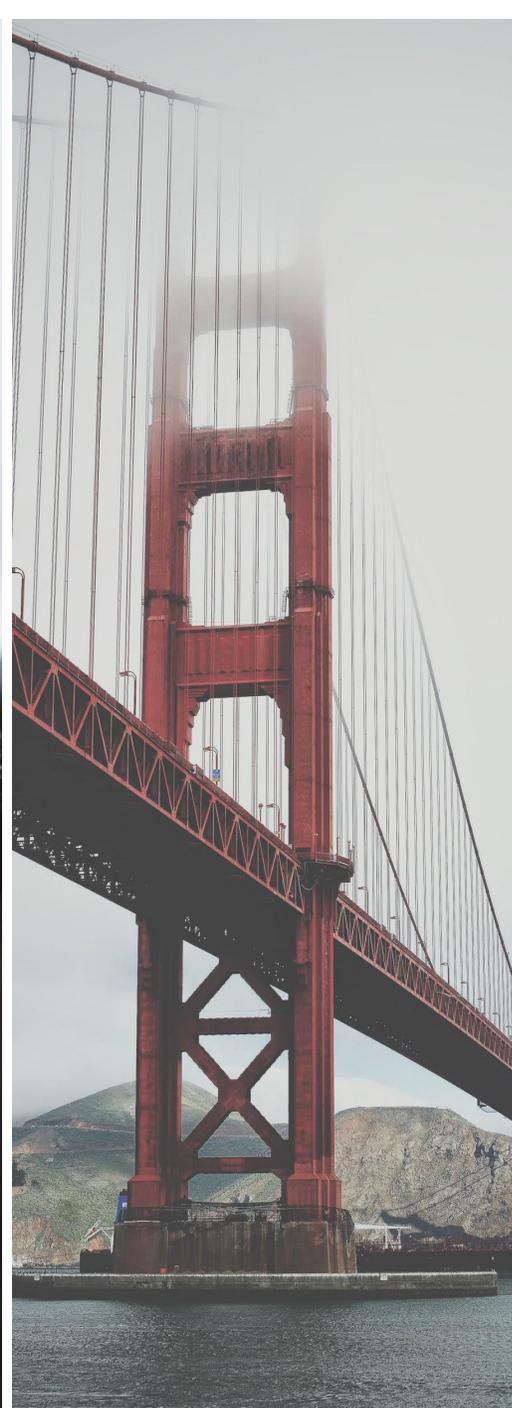




QUALYON *Inbounder*

Features • Feb 2020





Qualyon Inbounder is a voice agent on cloud
which can answer customer calls 24*7.

It will listen to customer, understand the context and then
respond according to their enquiries.

Do you get annoyed

when you don't get connected to customer agent
immediately?

You **never** need to **click**!

Just *Speak Freely!*





Qualyon Inbounder

talks
to the customer

Not a ~~IVR~~!

Qualyon does not have to receive a call and pass it on for the talking

Qualyon Inbound Use Cases

- Customer Enquiries
- Raising Complaints
- Service Delivery Status



Handle Enquiries

Qualyon Voicebot can handle Inbound calls

Do you get lot of customer enquiries on a particular day?



Qualyon Inbounder will receive the call.

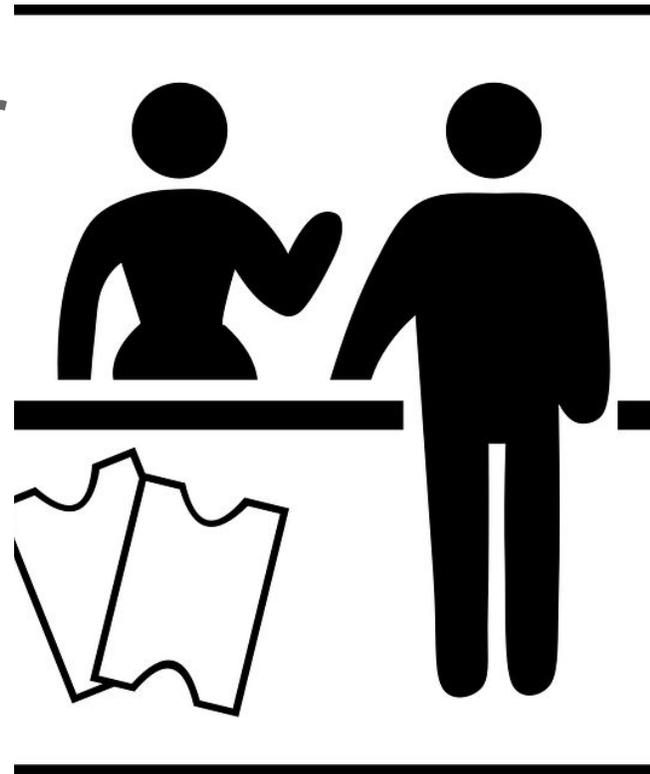
- It will try answering customer questions
- It can connect to an agent, if required
- It is available 24x7, or, off hours if you wish



Service Ticketing

Qualyon Voicebot can handle Inbound calls

IS raising a ticket a repetitive activity for your staff?



Qualyon Inbounder can raise a ticket for your customer.

- On customer request, Qualyon will raise a ticket on your ticketing system
- Customer can check ticket status
- Connect agent, if required



Delivery Status

Qualyon Voicebot can handle Inbound calls

**Are customers
calling you just to
check status?**



Qualyon Inbounder
will provide real-time status

- It can take a numeric input
- It can integrate with your enterprise application
- It can respond with status



Our Customers



Tap the Untapped

Our Value Proposition. Scale up
your marketing efforts significantly

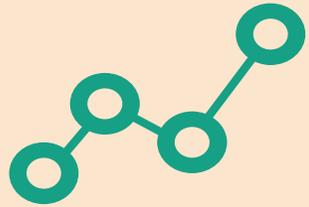
Reach out to all those customers
you always wanted to talk to ...



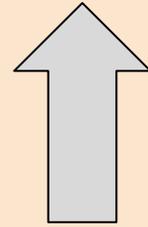


Handle High Volumes On Phone

500%



Increase in
Activity Volume
on a per Agent
basis



Scale up at will.
You can run hundreds of
agents concurrently in a
burst!



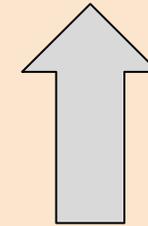
Talk To Your Customers



100%



Positive Reach
Rate



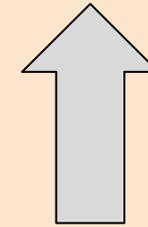
Talk to your customer with the
same energy everytime!

Artificial Intelligence makes
near human conversations
effortless

Service Your Customers



150%



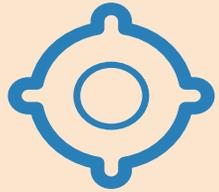
Reduced Calls
per record

Be available 24x7, so
you are available at a
time preferred by
customer



Focus On Taking Action

70%



Time saved for your agents, so they can focus on truly supporting customers

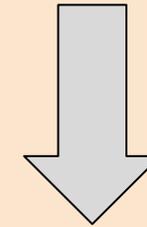
Move your team from handling repetitive calls to customer follow up



Cut Your Costs



66%



Call Center Costs

Qualyon drastically cuts your call center costs with an ever learning Virtual Agent

Go Hyperlocal



People understand
faster, if spoken in
local language

Apart from English
and Hindi we are
working on other
languages. Talk to us

Qualyon Technology

Qualyon Inbounder is built on
proprietary NLU technology.

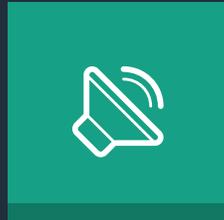


Qualyon Inbounder uses Proprietary AI Technologies



How Quallyon Works

Speech to Text
Handle various different accents,
speed of speech, individual quirks



**Contextual Spelling
Correction**

Not even the best speech to text
engine gets it right everytime. Correct
spellings in context

Natural Language Understanding

Exactly what did the user say? Extract the intent



Secondary Intent

Did the user ask a secondary question? Perhaps she would like to clarify some things before answering a question



Context

People use partial sentences. Even a 'no' has to be understood in context



Natural Language Generation

Now we know the correct intent. Let's respond with an appropriate answer



Back to Speech

Let the user know what we think. But whatever we say may provoke the user to respond in a specific way. Be ready for that



Generate Reports

There is a lot of information that we collected. Make it available so an organization can use it

What to talk
more?

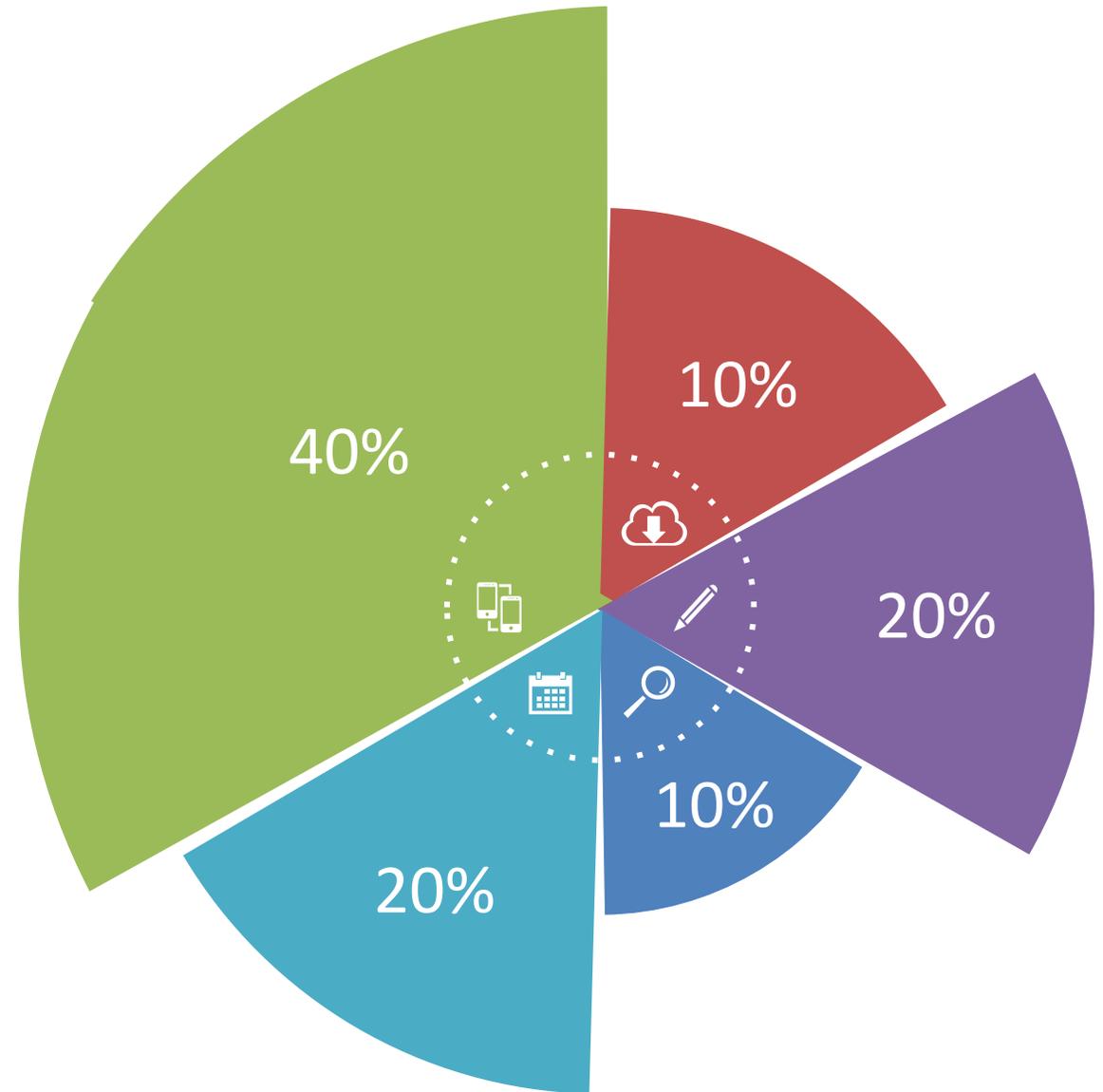
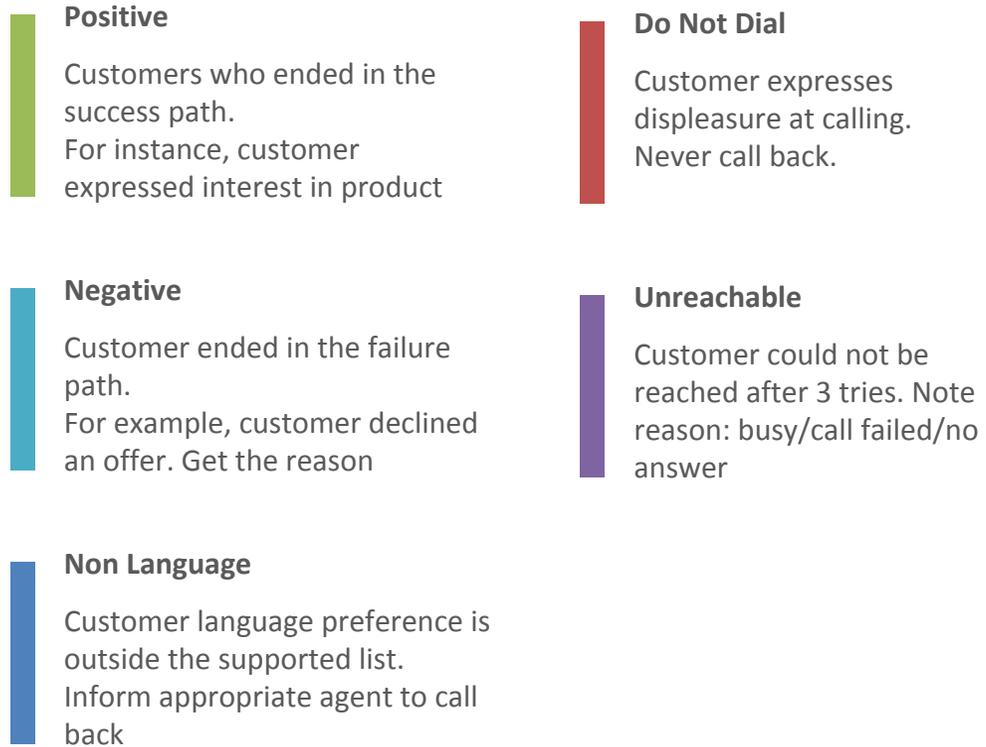


Reports

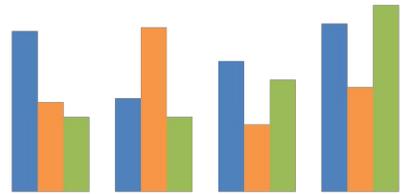
Beyond the basic conversation,
Qualyon captures more
information that may be of
business value to you



Call Statistics

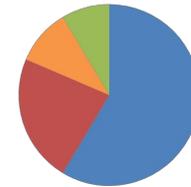


More Call Statistics



Call Hour

Time of the day (Morning, Afternoon, etc)
Attempt: 1st, 2nd or 3rd



Elapsed Time

How long did the call take in seconds or minutes.
For example: 30/60/90/120 seconds

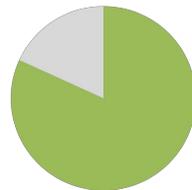
Time Hard Limit Hit

How many conversations closed on hitting time hard limit



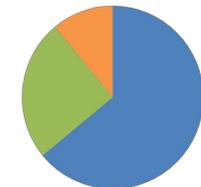
Redirections

What percentage of total calls was redirected to another person



Sentiment

Was the customer Happy? Or did he refuse politely, refuse angrily, refuse violently?



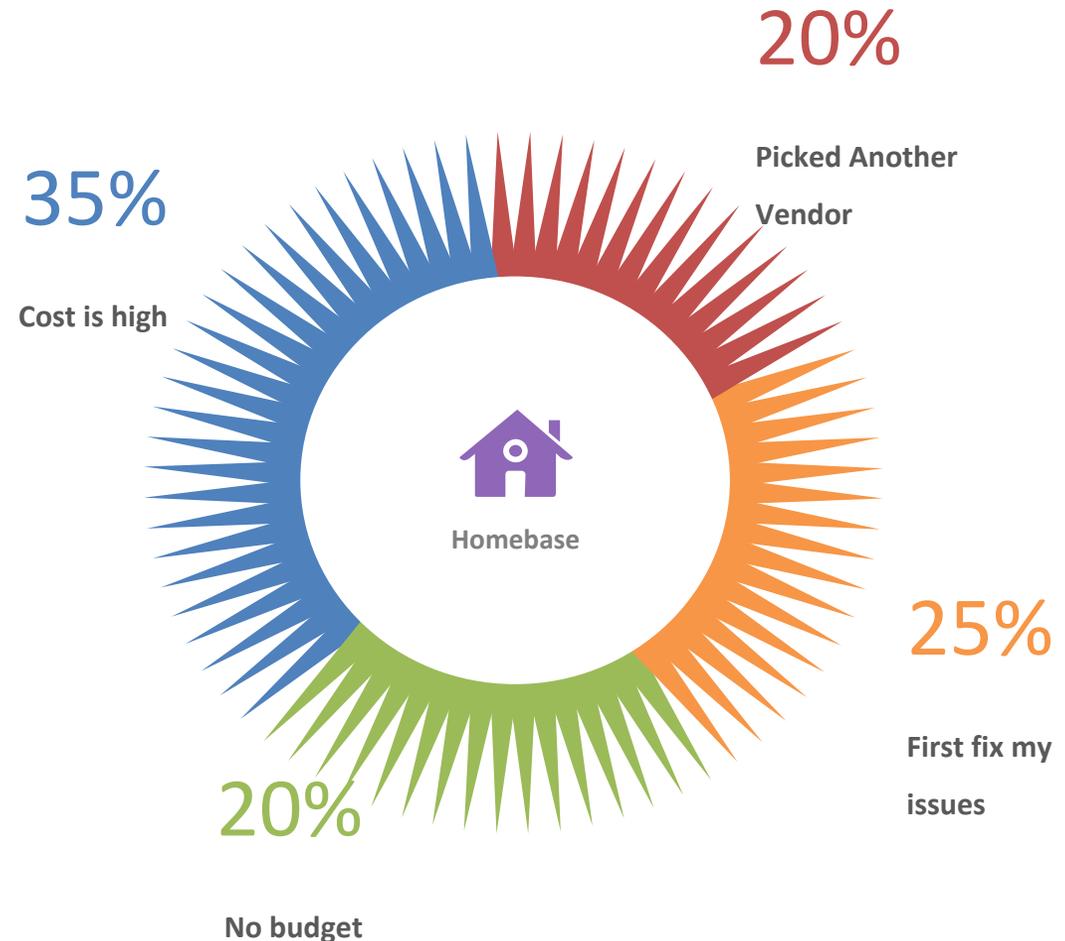
Custom Reports

Customer Reports depend on each use case.

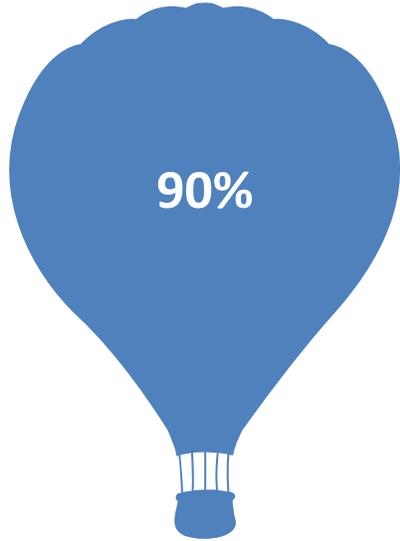
A NO is not always a NO!

Example: *Customer was offered AMC, and he refused. Here are the reasons...*

Now you can follow up on this and try to convert this



Intent Effectiveness



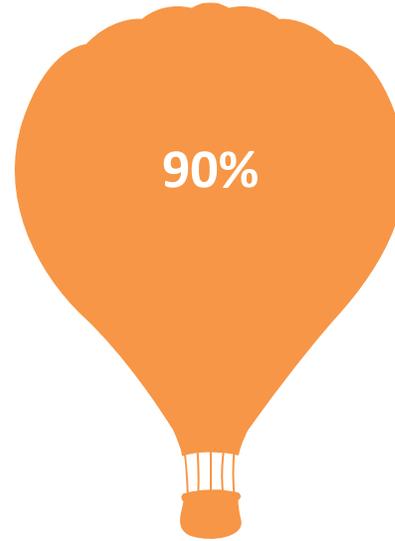
Intent Recognition

Did the call recipient understand the reason he or she received the call?



Product Recall

Did the customer remember the product that you wanted to talk about?



Brand Recognition

Customer was immediately able to recognize the brand



Accurate Target

Did we call the right person? Or did the user redirect us to someone else?

CRM Integration and Raw Data

Qualyon provides Raw transcripts (both Text and Audio)

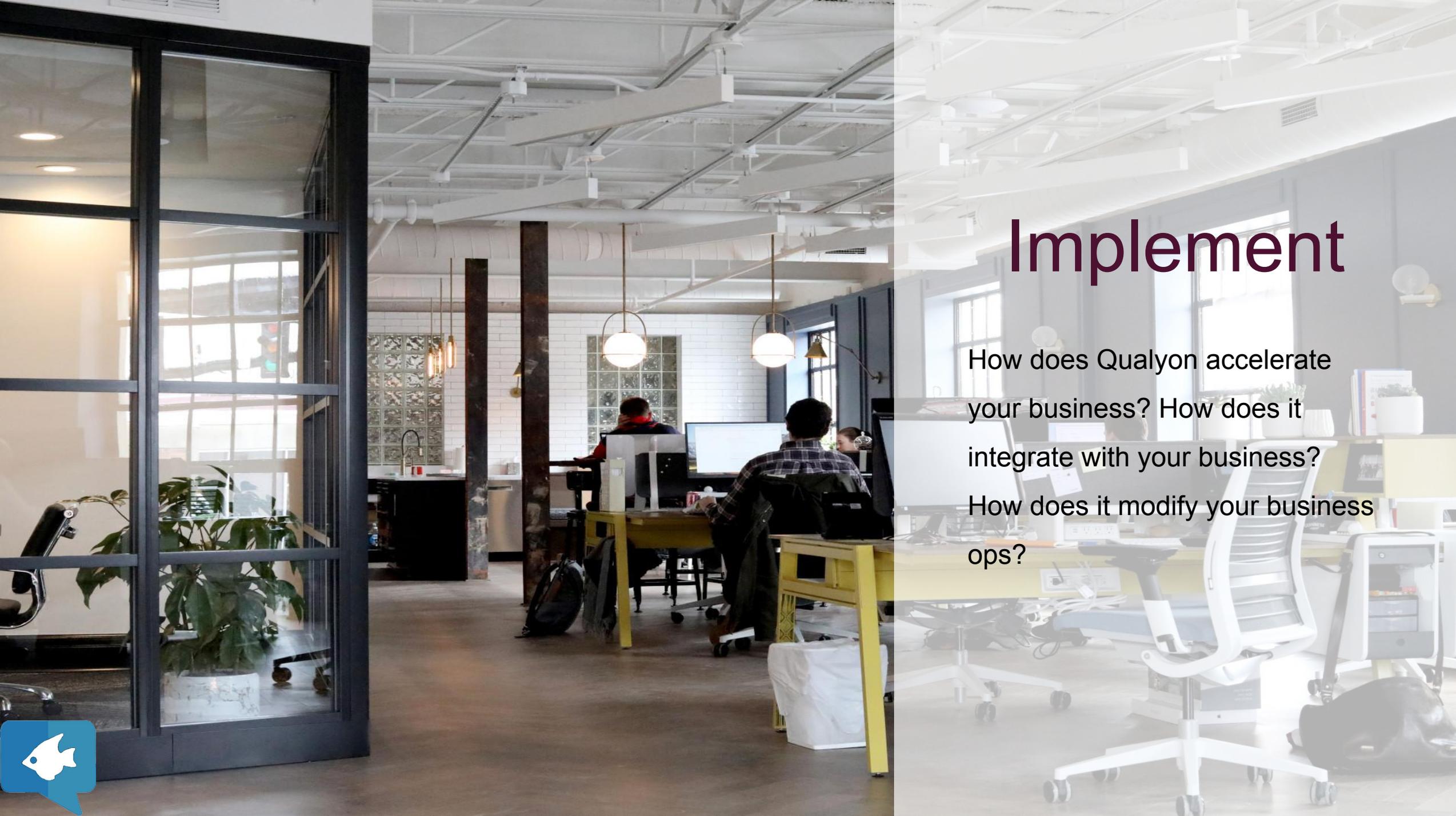
- ❖ These can be seen on Admin UI and Downloaded

API for CRM Integration is available for developers.

Qualyon will integrate with any CRM

- ❖ Current Integration: LeadSquared. Many more to come





Implement

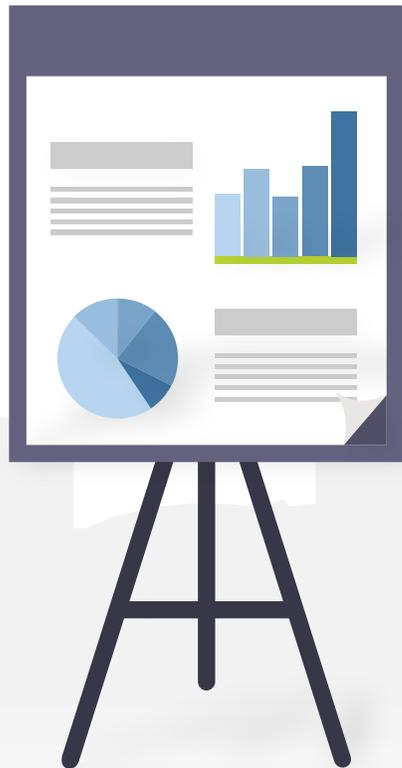
How does Qalyon accelerate your business? How does it integrate with your business? How does it modify your business ops?



Getting Started

Step One

01 **CONCEPTUALIZE
VOICE WORKFLOW**



We understand that any new **idea** needs validation

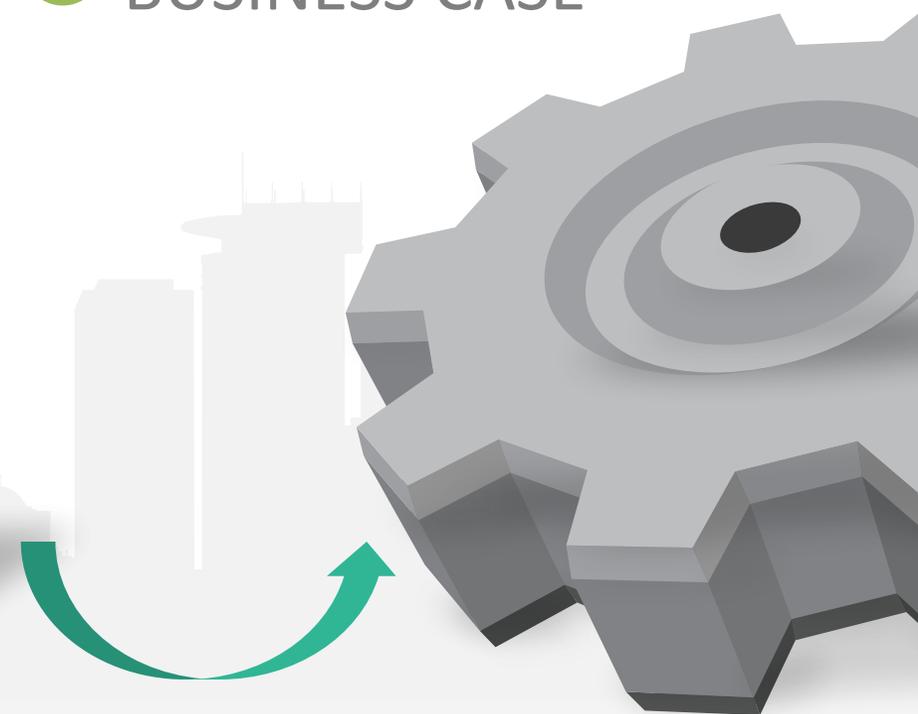
Step Three

03 **VALIDATE
BUSINESS CASE**



Step Two

02 **TRY OUT
IMPLEMENTATION**



Automate Business Process

Your **customer workflows**
should drive Inbounder!

Step Four

04

Integrate
CRM



Modify Business Ops

See how you **team** can leverage the power of AI

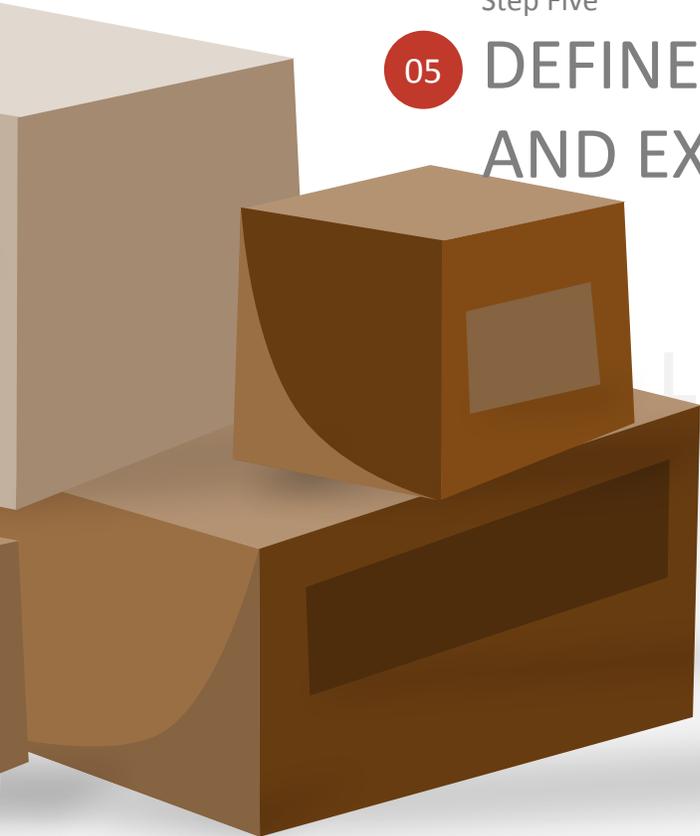
Step Five

05

DEFINE CAMPAIGNS AND EXECUTE

- Conceptualize Voice Workflow
- Try Out Implementation
- Validate Business Case
- Integrate CRM
- Define Campaigns and Execute

You now have the bragging rights to call your business AI Enabled!



Play Ball, with our Live Demo!

+1 765 379 8332	Demo Number US	Hindi, English
+91 124 4310 655	Demo Number India	Hindi, English

Contact Us



If you would like to contact us, please drop us a note at support@qualyon.com



You can call us anytime at +91 9880310483



We are at Qualyon, GreenBubbles, HSR Layout, Bangalore, India



Thank You



Qualyon
Speak Freely