

Rapid Response Virtual Agent

Solve hold time issues in times of crisis by transitioning callers to self-service

Any crisis triggers extended hold times due to callers with commonly asked questions or callers who should be screened with qualifying questions to designate an escalation path, if any. A Rapid Response Virtual Agent is a key component to any Business Continuity Plan (BCP) by intercepting callers with a seamless channel switching experience to deflect calls that do not need human assistance by answering common questions and/or screening callers for escalation.

Virtual Agents As a Service

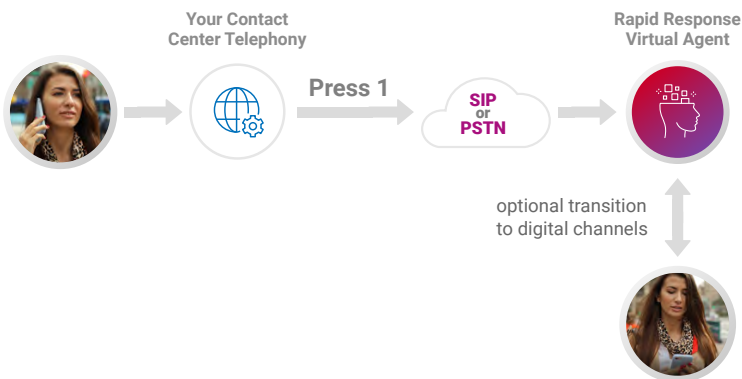
Since typical development cycles for voice self-service applications can be extended due to building grammars and training models, this channel-switching approach was devised for times of crisis when a robust solution needs to be in-production without delay.

The virtual agent intercepts callers with a custom greeting and offers a text link to an Answer Center that can answer their questions immediately instead of waiting on hold. In addition, callers can be screened with a few qualifying questions to filter those who need human assistance.

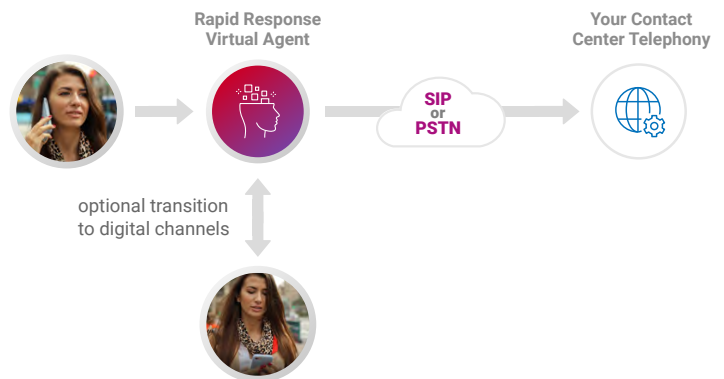
Rapid deployments can be made via PSTN while a longer-term approach might choose SIP. Merely customize your greeting and FAQ template (or decision tree conversation flow), and deploy within days. The Rapid Response Virtual Agent is delivered with a nominal one-time setup fee and predictable per-min usage pricing model base on usage.



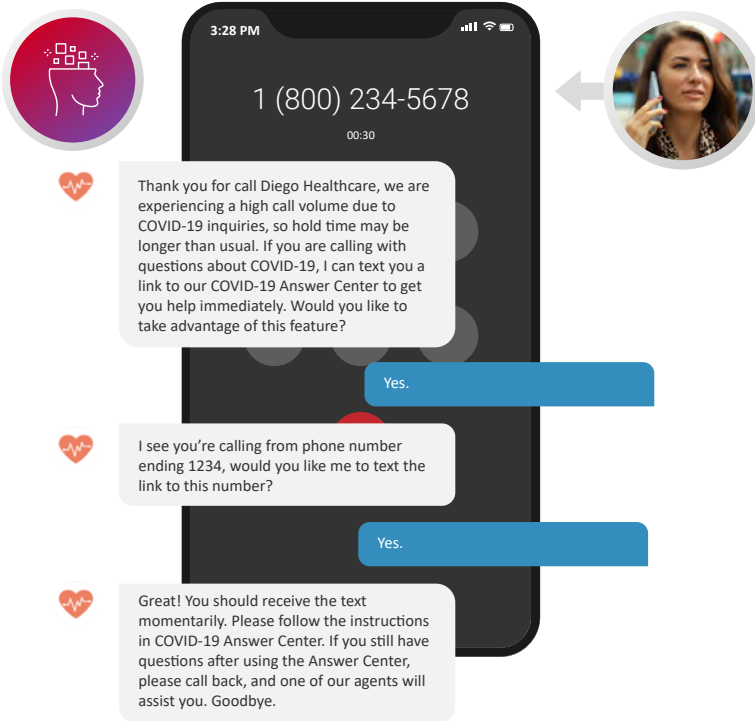
Reference Architecture A Behind IVR



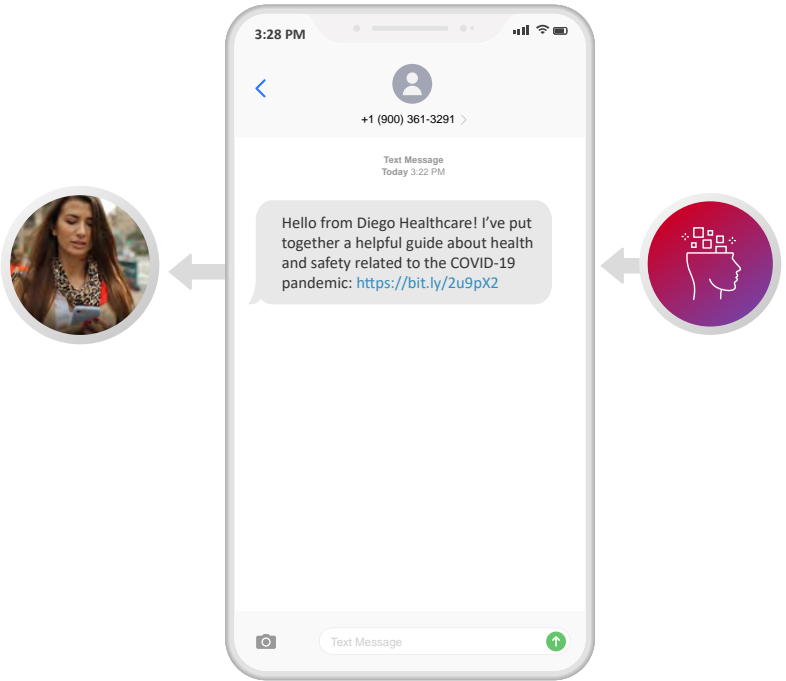
Reference Architecture B In Front of IVR



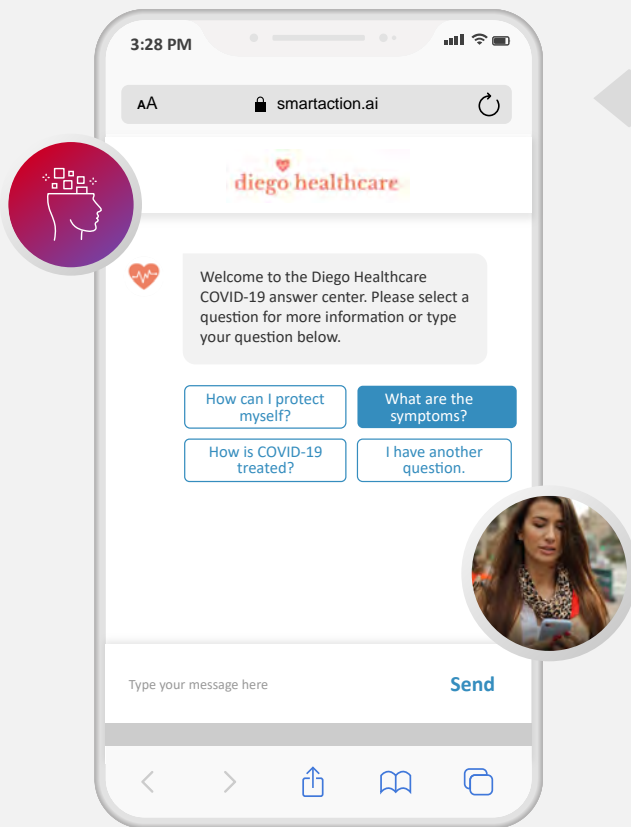
Step 1



Step 2

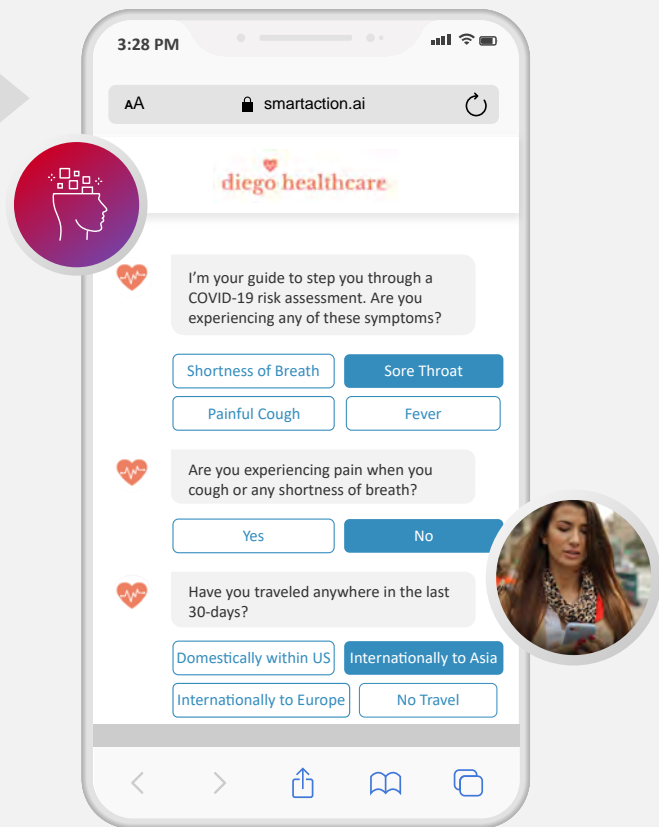


FAQ Bot Example



Step 3

Screening Bot Example



Reach out to info@smartaction.com to request a live demo and find out how quickly your Rapid Response Virtual Agent can be customized and deployed.