

# Disrupting Customer Service with Conversational AI



# What is conversational AI

As conversational AI is becoming the premiere alternative to live agents, many companies are adopting this technology to automate voice processes that do not necessarily require human interaction in order to improve CX, reduce hold times, decrease agent fatigue, and significantly lower operating costs.

# The Talkie.ai mission

Enable best available voice customer service by combining the best of both worlds: machine learning and humans

Talkie.ai automates routine voice interactions with AI-based virtual agents

With Talkie.ai non-technical customer service professionals can build, run and monitor natural-sounding virtual agents

# The challenges we solve

- Voice bots are **expensive**  
They need **tedious and costly software development**, limiting contact centers' drive to implement
- Voice bots are **black boxes** created by developers  
However, contact centers need to have **immediate control over** their call scripts and conversation flows
- People **hate talking to voice bots**  
Most of them **sound robotic** and are simply silly

# Talkie.ai to the rescue!

We solve all these by bringing:

- ✓ Over **50% reduction** in operating costs for Contact Centers
- ✓ **Self-service** by customer service professionals due to no-code conversation modeling
- ✓ **Human-like voice** thanks to voice cloning technology
- ✓ **Near-human precision** of language comprehension enabled by cutting-edge Natural Language Understanding algorithms

# How is Talkie.ai different?

- ✓ We eat our own dog food  
by using our platform to [build voice bots for our clients](#)
- ✓ Building and maintaining virtual agents [fast and cheap](#)  
is key to client acquisition and happiness,  
so we have built our product and the roadmap [around that concept](#)
- ✓ You can get a bot running in [hours, not weeks](#)  
and it's going to be [even faster](#)

# How is Talkie.ai different even more?

- ✓ Our **cutting-edge** Natural Language Understanding engine for automatic handling non-linear conversations in 30+ languages
- ✓ **Seamless** natural-sounding voice synthesis using real person voice cloning for personalization and conversation flexibility
- ✓ **Automated** creation of voice bots based on past contact center recordings.

# Who we work for

Over 60 virtual agents in multiple industries



Jean  
Louis  
David

and  
more

✓ Public sector

✓ Energy

✓ Logistics

✓ Finance

✓ Telecommunications

✓ Insurance



# Our clients love us

Talkie.ai is a [one-stop shop](#) for voice automation where users can:

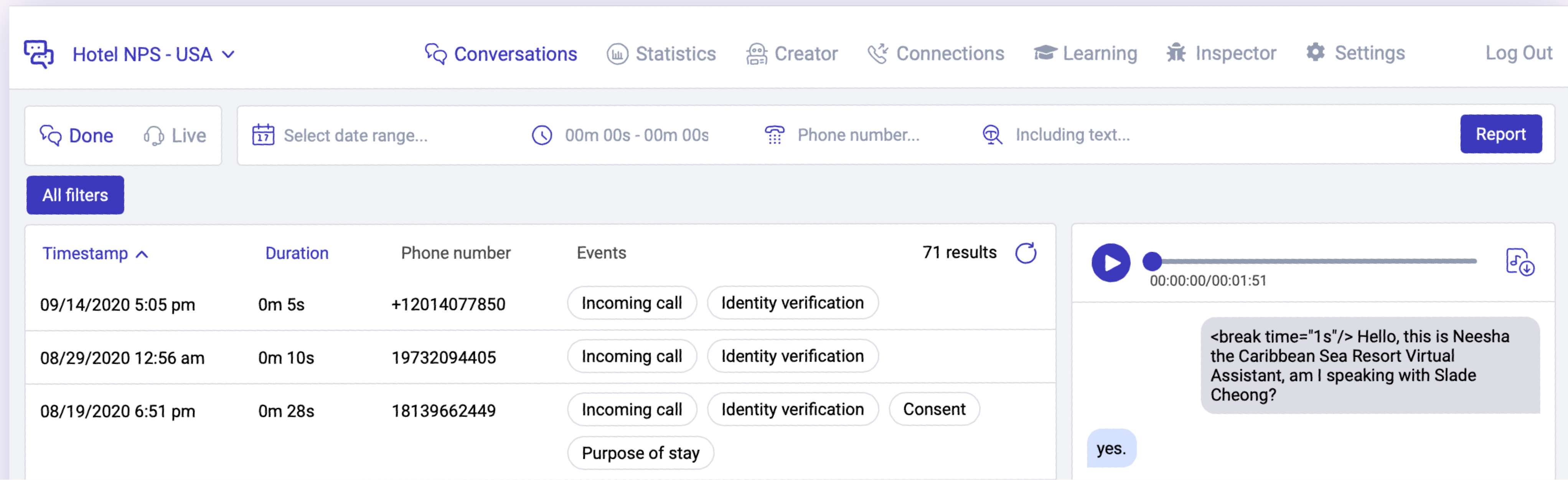
✓ Design bots

✓ Monitor conversations

✓ Schedule calls

✓ Analyze performance

✓ Integrate with APIs



The screenshot displays the Talkie.ai interface for a client named "Hotel NPS - USA". The top navigation bar includes "Conversations", "Statistics", "Creator", "Connections", "Learning", "Inspector", "Settings", and "Log Out". Below the navigation bar, there are filters for "Done" and "Live", a date range selector, a duration filter set to "00m 00s - 00m 00s", a phone number filter, and a search filter for "Including text...". A "Report" button is also present.

The main content area shows a table of conversation results with 71 results. The table has columns for "Timestamp", "Duration", "Phone number", and "Events".

Timestamp	Duration	Phone number	Events
09/14/2020 5:05 pm	0m 5s	+12014077850	Incoming call, Identity verification
08/29/2020 12:56 am	0m 10s	19732094405	Incoming call, Identity verification
08/19/2020 6:51 pm	0m 28s	18139662449	Incoming call, Identity verification, Consent, Purpose of stay

On the right side of the interface, there is a play button and a progress bar showing a duration of 00:00:00/00:01:51. Below the play button, there is a transcript of the conversation:

<break time="1s"/> Hello, this is Neesha the Caribbean Sea Resort Virtual Assistant, am I speaking with Slade Cheong?

yes.



# Thank you

<https://talkie.ai/>  
[contact@talkie.ai](mailto:contact@talkie.ai)