

# HOW TO EXCEED YOUR CUSTOMERS INCREASING EXPECTATIONS WHILE REDUCING YOUR CALL CENTRE OPERATING COSTS

## The Vocalis Voice Driven Banking Solution handles the routine tasks and increases your call centre productivity and staff motivation.

### Improving Call Centre Efficiency

By reducing customer hold times, decreasing call handling times and automating the repeat requests that come into the call centre.

Using voice driven solutions your customers will be able to complete multiple requests in a single call without being transferred to different departments.

### Maintain Your Competitive Advantage

Voice driven services provide an efficient and intuitive caller experience that is far superior to many of the confusing touch tone systems in place today.

Security is at the front of your customers' minds. The Vocalis Voice Driven Banking Solution will enhance your customer relationship and enable secure transactions.

### Cost Efficient Solutions

Automating routine transactions such as bill payments and balance enquiries will also assist in reduction of your operating costs by allowing customer service staff to deal with more complex enquiries or revenue generating transactions.

Vocalis solutions are focussed on efficiency, and target payback periods can be less than nine months.



### Modular Solutions

The above diagram shows how Vocalis voice solutions can work to suit your business requirements. You can choose from packages and individual modules to ensure the solution meets your exact business needs, both now and in the future.

Simply select the modules that suit your business and customer needs, to deploy a service that will exceed your customer expectations.

### Tried and Tested

Vocalis solutions integrate easily with existing industry standard infrastructure and are designed to handle millions of calls annually.

Our Professional Consultancy team work with you to ensure implementation is undistruptive to you, and to your customers. This is all backed by our leading edge speech recognition technology, experienced development team and track record of successful deployments.

### Further Information

Visit [www.vocalis.com](http://www.vocalis.com), email [enquiries@vocalis.com](mailto:enquiries@vocalis.com) or call +44(0)1223 846177 and ask to speak to a member of our sales team.

Vocalis, Chaston House, Mill Court, Great Shelford, Cambridge CB2 5LD, UK Tel: +44 (0) 1223 846177 Fax: +44 (0) 1223 846178

© Vocalis Ltd. Vocalis Ltd. reserves the right to alter specifications without notice. Vocalis Ltd. cannot accept responsibility to any third party for loss or damage arising out of the use of this information. Vocalis Ltd. acknowledges all registered trademarks.

Vocalis, the Vocalis logo and Vocalis Complete Voice Solution are trademarks of Vocalis Limited.