



# **Personal IT Vocamate Interactive**

## Robotic Omni-Channel Communications for Energy Sales Companies

# Omnichannel as a necessity



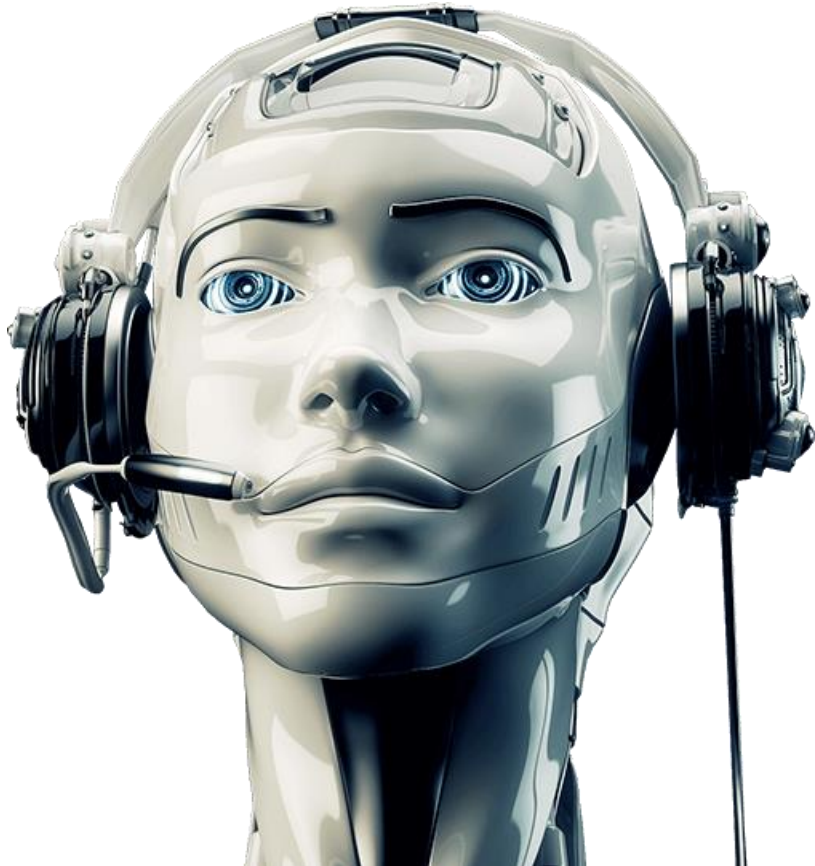
Communication speed is constantly increasing. At the same time, the number of communication channels increases even faster.

Every customer has his own favorite way to communicate. Phone, e-mail, messengers, SMS, website – customers are looking for a most convenient communication method.

For that reason every company needs to deliver all the comfortable ways to every customer to improve his loyalty and experience.

Nowadays we call it Omni-Channel communications!

# Robotic communication as a way out

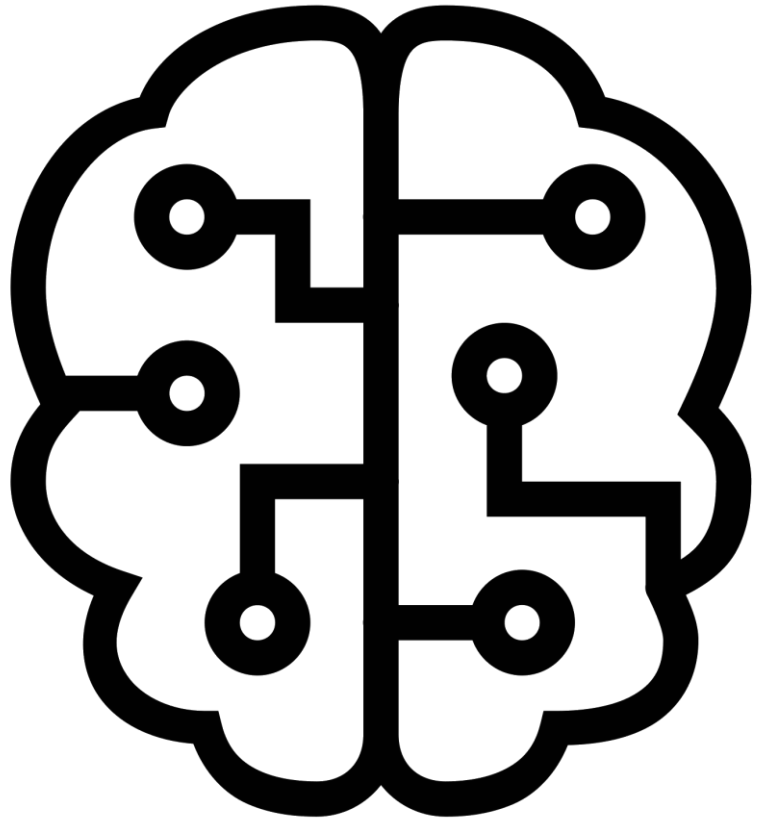


A lot of communications via large number of channels used to require a large human and time resources to process. Limited resources – that is what stops most companies from switching to omnichannel communications.

As practice shows, from 40 to 70% of requests are typical. It means that the solution is known and the only problem is request processing. Accordingly, the request processing algorithm can be developed and automated.

That what PersonalIT Vocamate Interactive was invented for. Or PIT VI as we call it!

# Artificial Intelligence as a key difference



PIT VI is an automatic cloud service for omnichannel communications based on [Microsoft Azure](#) infrastructure using the Artificial Intelligence (AI) capabilities to reach the highest level of customer satisfaction.

On one hand PIT VI can keep up the dialogue with customers by phone using [Bing Speech](#) as speech recognition (ASR) and speech synthesis system (TTS).

On the other hand service can work as a chatbot on different platforms via [Azure Bot Service](#) tools.

Depending on the script being run, PIT VI can use machine learning based on [Azure ML](#) facilities to automatically classify and appoint the task performer.

# Flexibility as a basis of convenience

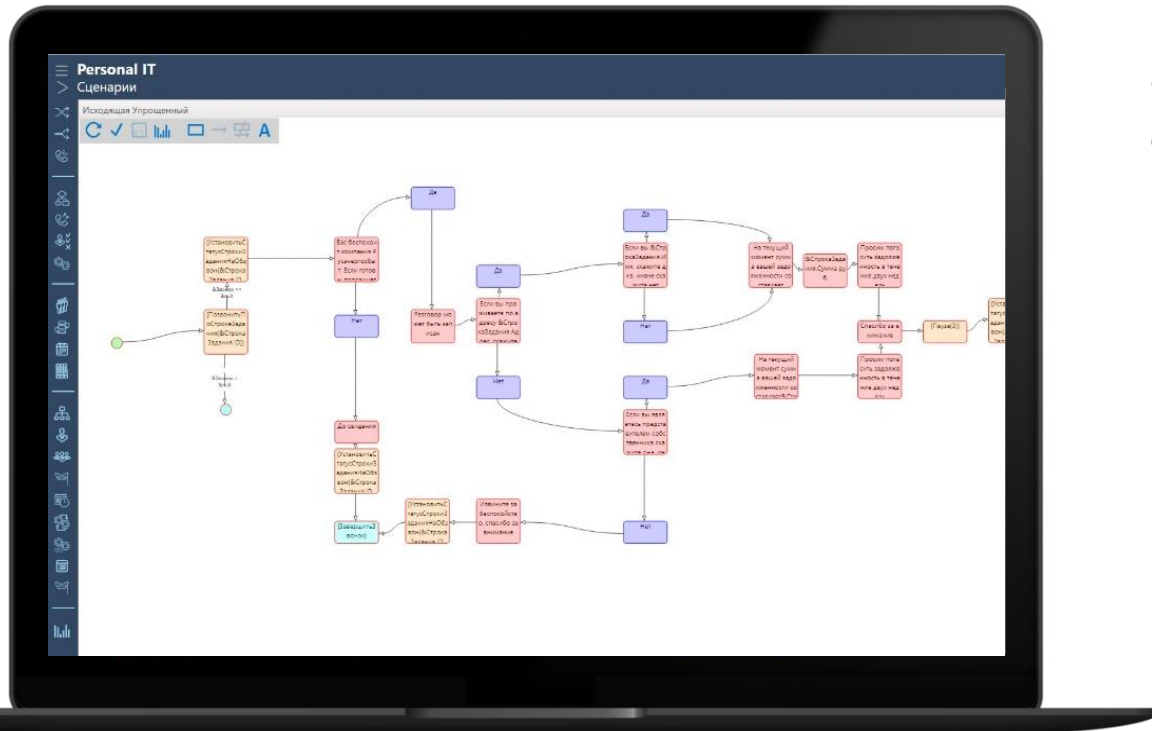


One of PIT VI advantages is management flexibility.

Integrated business process designer provides simple and rapid transformation of existing workflows and creation of new ones without vendor involvement

Key features of script editor are:

- Unified management interface for voice and text interaction channels
- Unlimited script steps
- Nested scripts
- User defined functions
- Script thread usage statistics
- Multiple speech recognition and synthesis systems usage in a single scenario to reduce costs



# Extended analytics as an advantage

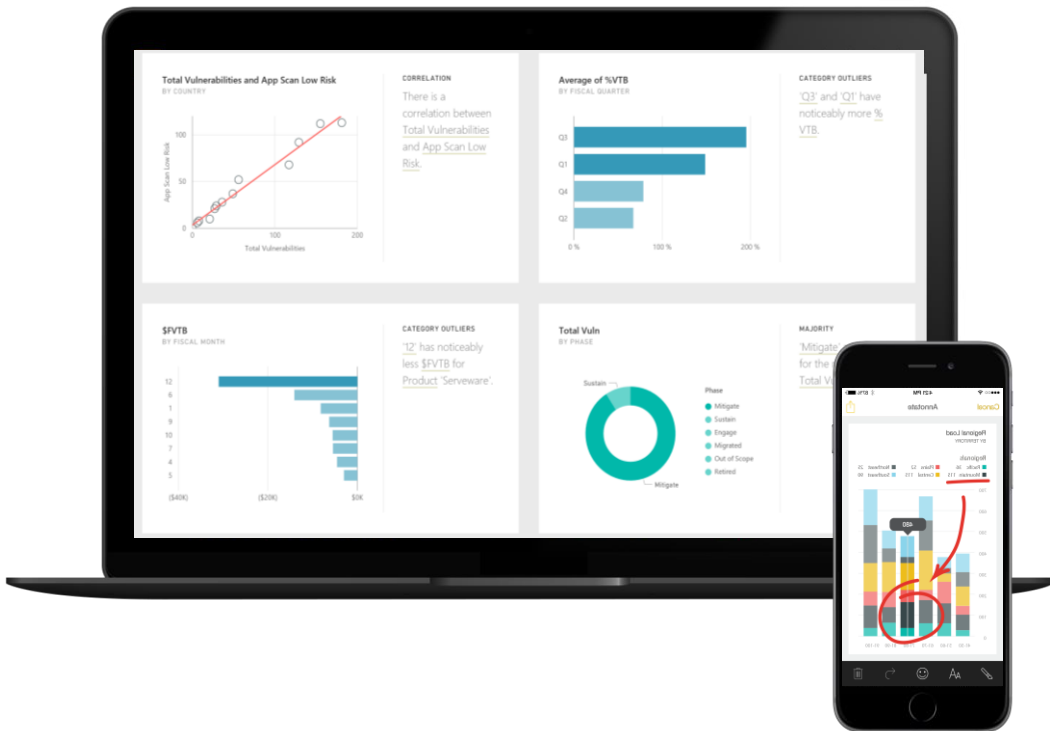


Communications efficiency should be correctly calculated and analyzed to enable fast, informed decisions.

PIT VI provides extended analytics based on SQL Server Reporting Services (SSRS) or [PowerBI](#) in advanced edition to explore all the data in one view.

Build reports with colleagues and share insights with other users across your organization. PIT VI analytics integrates with the Microsoft solutions you already use, like Office 365, SharePoint, Excel and Teams.

All of your data is safe in a way that meets stringent industry compliance standards and certifications.



# Reliability as a guaranty



Uneven load on a contact center is typical for a energy sales company and requires fast and simple service scalability.

Simultaneous automatic interaction with several hundred clients across dozens of communication channels imposes high requirements on service reliability.

Microsoft Azure cloud infrastructure of possesses all these qualities.

PIT VI can be used both as a service and deployed in a customer-owned Azure subscription.

# Available communication channels



Phone



Web



SMS



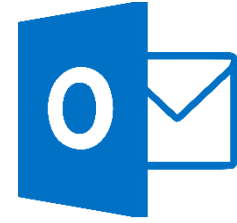
Skype



Skype for Business



Teams



Email



Telegram



Viber



Facebook Messenger





# Popular industry PIT VI usage scenarios

## Incoming

Gathering consumption data

Debt amount clarification

Gathering connection requests

Gathering information about unscheduled shutdowns

Gathering service requests

Request status clarification

## Outgoing

Debt Notice

Notice of upcoming disconnection (maintenance work)

Notice of upcoming disconnection (in the case of debt)

Service quality satisfaction survey



# Popular universal PIT VI usage scenarios

## Internal

Pick-by-Voice for Warehouse Management Systems

Notice of planned events

Service Desk (Help Desk) requests accepting

Notice of necessary actions

Gathering staff requests to participate in events

Password recovery (Multi-Factor Authentication)

## External

Intelligent IVR for call center

Robotic Secretary

Customer base profiling

Initial consultation on products and services

Primary interview with applicants for vacant positions

Meeting time and date agreeing

# Thank you

Feel free to contact us about any additional information



## Contacts

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