Vernacular.ai

Transforming Customer Experience with
Voice AI

About Us

Today, call centers are challenged with the ability to serve customers efficiently due to dependencies on legacy solutions. This leads to bad customer experience, agent dissatisfaction, and an increase in operational costs.

Vernacular.ai is an AI-first SaaS business driven with the mission to end bad call center experiences. We help enterprises in enhancing customer experience through intelligent voice conversations by automating call center queries.
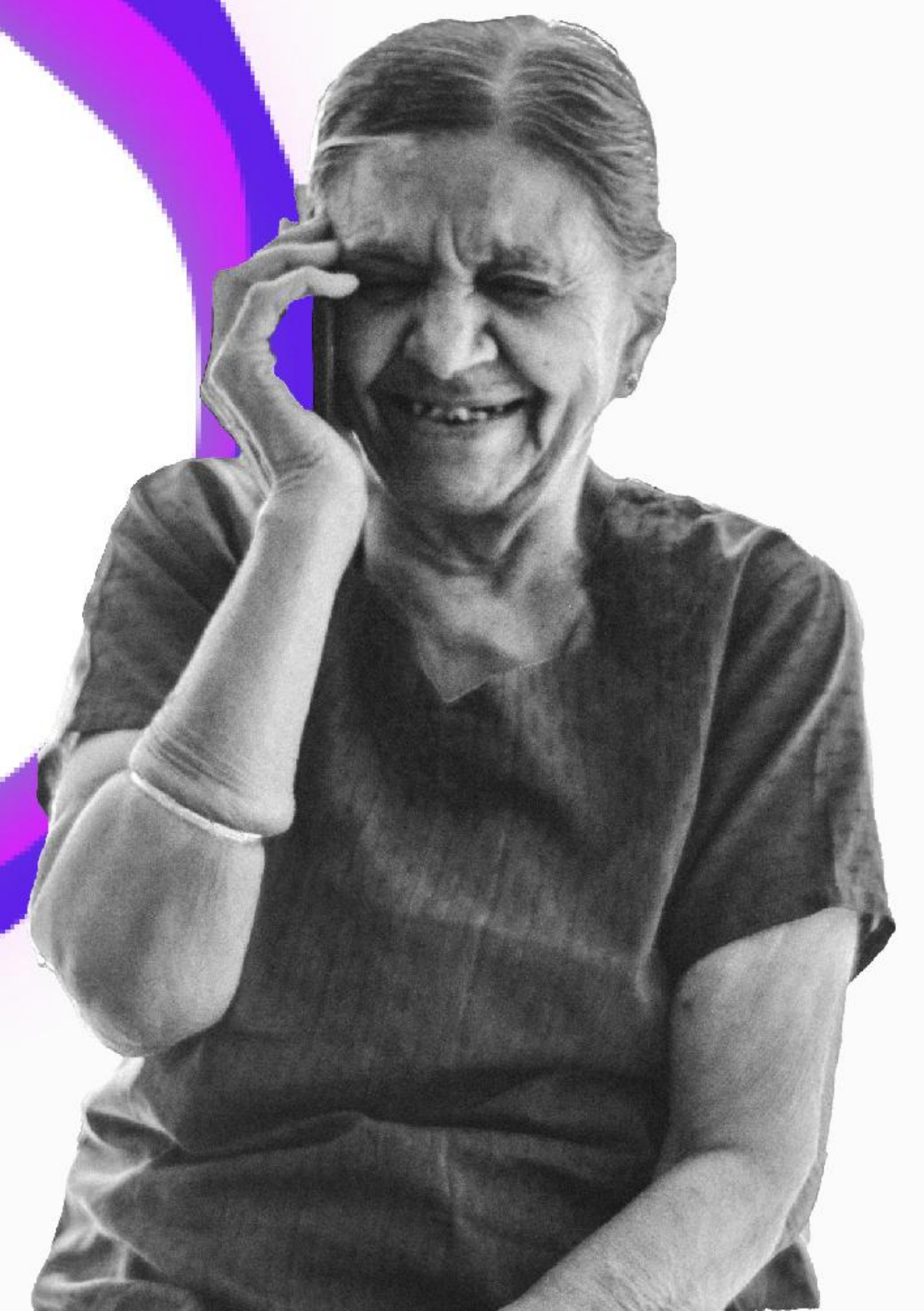
Our Platform

VIVA (Vernacular Intelligent Voice Assistant) is our **Voice AI-powered call center automation platform** that helps enterprises streamline contact center operations and enhance customer experience & engagement.

Empowered by our speech recognition engine and natural language understanding technology, you can now hold human-like conversations everytime and increase your self-service effectiveness.

VIVA Advantages

Multilingual platform

Trained over a million hours of data, VIVA is capable of communicating in 10 Indian languages, 6 foreign languages, 160+ dialects, and handling mixed languages.
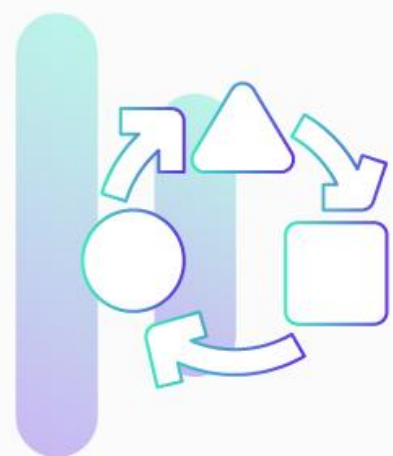
Multi-turn personalized conversations

Capable of holding human-like conversations by understanding the intent, context, and sentiment of the customer's query.

Flexible deployments and integrations

Integrates seamlessly with telephony gateways, CRMs, ERPs and other business platforms. We support on-cloud, on-premise, and hybrid deployments.

Scalable and adaptable

The platform can be scaled up to support an unexpected surge in call volumes and can dynamically cater to changing needs of contact centers.

How can enterprises benefit?

24*7
Customer Support

4.5+
CSAT Score

Cost Reduction
Up to **50%**

Call Center Automation
Up to **70%**

Reduction in AHT
Up to **40%**

25+
Enterprise customers across industries

AXIS BANK

ICICI Bank

HDFC BANK

hathw@y
Broadband and Digital Cable TV

TATA SKY

Coverfox.com

BN BARBEQUE NATION

EqualizeRCM
SERVICES

Request a demo

to learn more about our products and offerings.

Connect with us at: