



Vocamate

Robotic Omni-Channel Communications



Omnichannel as a necessity



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

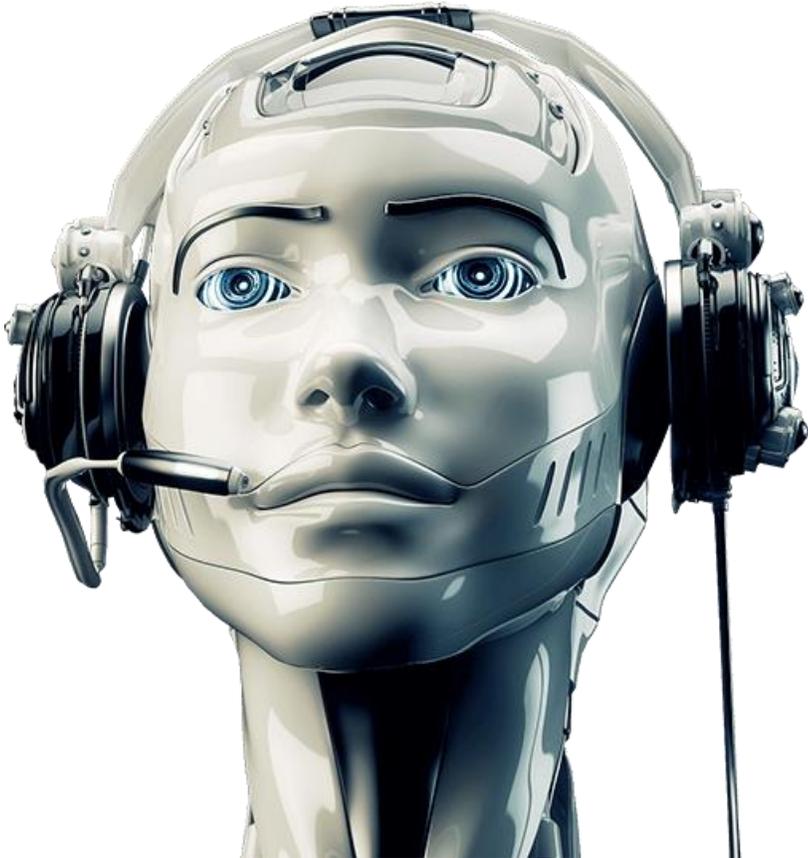
Every customer has his own favorite way to communicate. Phone, e-mail, messengers, SMS, website – customers are looking for a most convenient communication method.

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



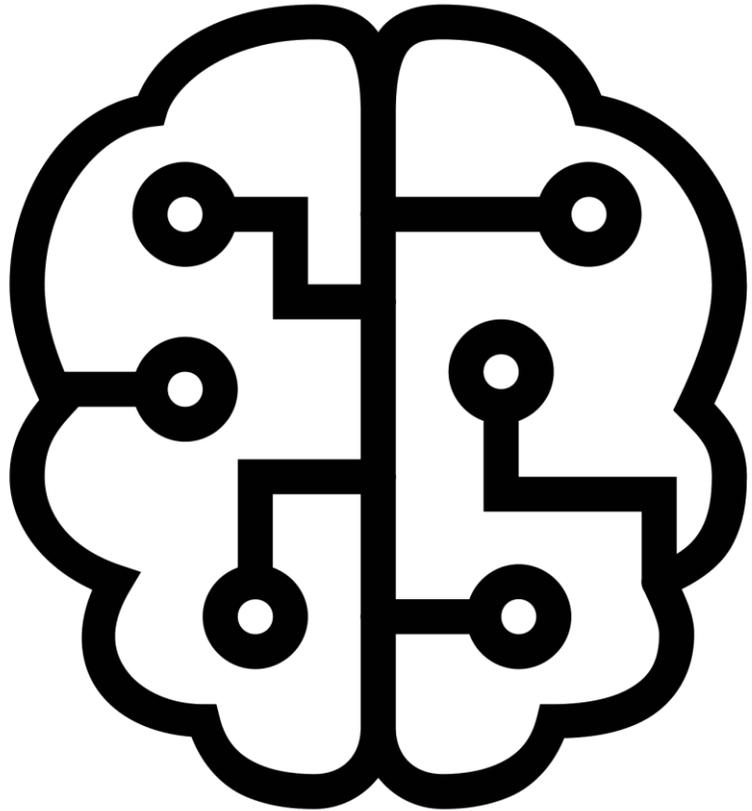
A lot of communications via large number of channels used to require a large human and time resources to process. Limited resources – that is what stops most companies from switching to omnichannel communications.

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



Vocamate 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 [Azure Speech Service](#) 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.



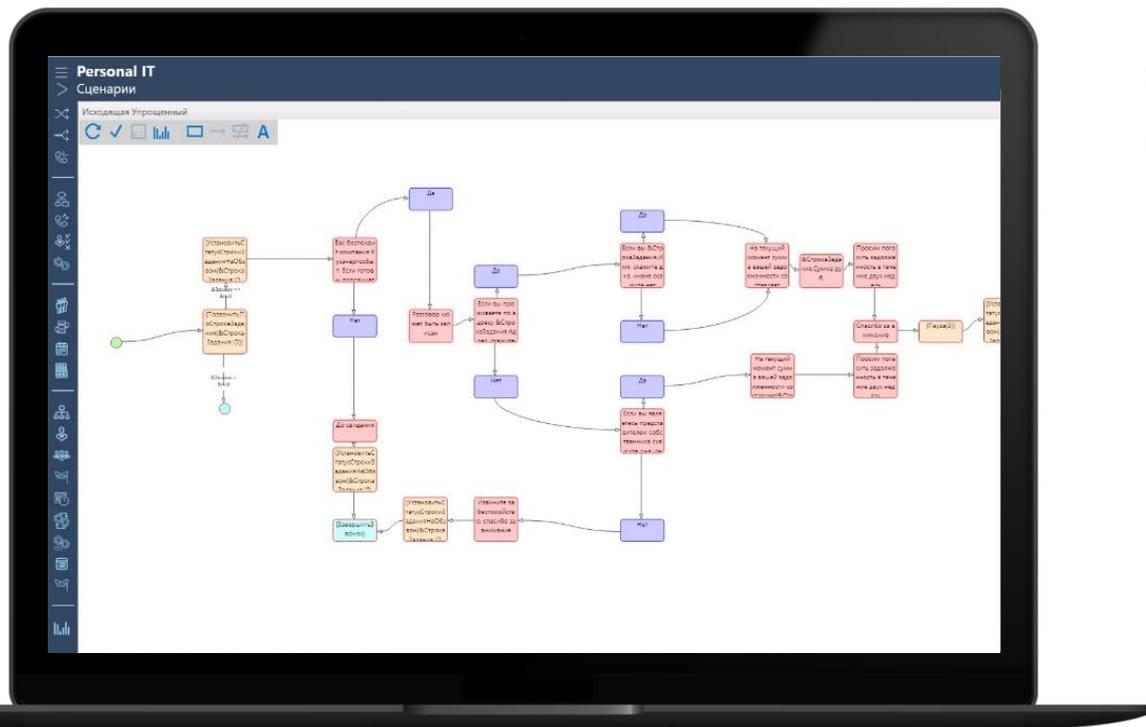
Flexibility as a basis of convenience

One of Vocamate 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





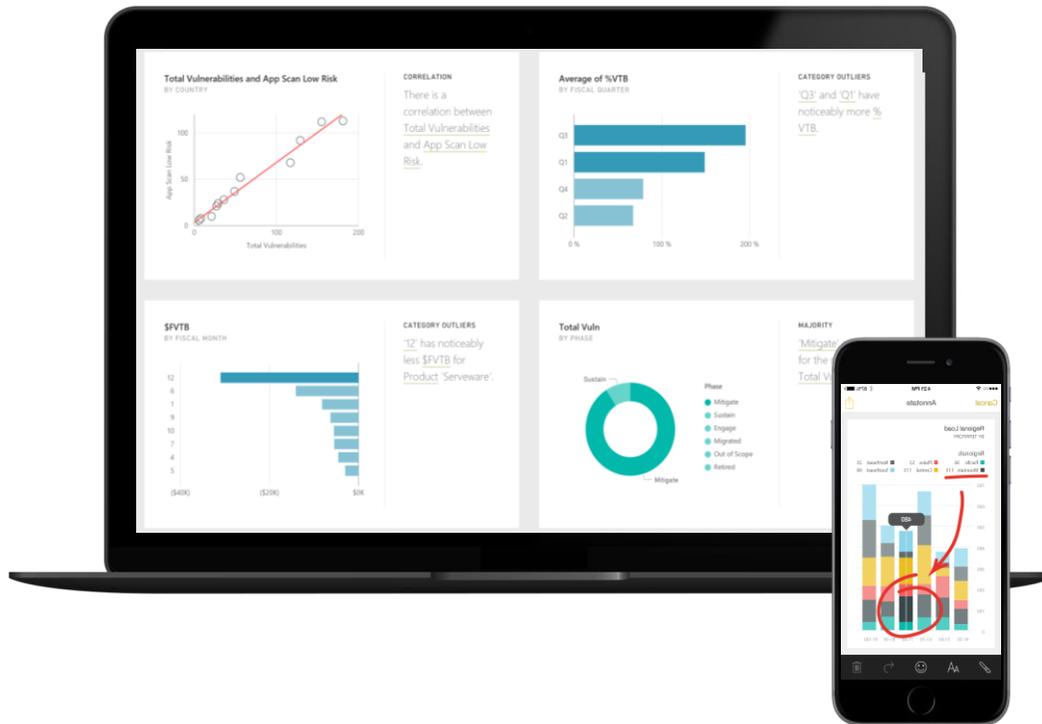
Extended analytics as an advantage

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

Vocamate 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. Vocamate 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.

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



Available communication channels



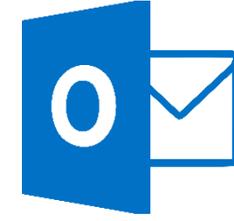
Phone



Web-chat



SMS



Email



Skype



Skype for Business



Teams



WhatsApp



Telegram



Viber



Facebook Messenger



Most 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



Bot receiving calls to user support



If there is a malfunction in the IT equipment or software, employees can contact the call center number of the IT service. In the case when all the operators are busy, or call is made outside the call center working hours, the call is routed to the PIT VI voice bot, which:

- Identifies the employee by phone number, or offers to introduce himself if the phone number is not in the database
- Clarifies the problem
- Classifies the problem according to the service catalog
- Creates a specific category incident in the Service Desk
- Provides the number of the created incident

Incoming call processing example



Hello, Maxim! You've called to the IT call center. Now all operators are busy. May I help you?

Yes, I think!

Please describe your problem in 30 seconds

I got some issues with the printer – color print doesn't work as it should

Your problem registered, ticket #3359. Support staff will contact you shortly

Is there anything I can do for you?

No, thank you and goodbye!

Goodbye, Maxim!



Incoming call processing example



Hello! You've called to the IT call center. Now all operators are busy.
May I help you?

Yes, please!

Could you introduce yourself?

Maxim Ivanov

Maxim, please describe your problem in 30 seconds

I got some issues with the printer – color print doesn't work as it should

Your problem registered, ticket #3359. Support staff will contact you shortly

Is there anything I can do for you?

No, thank you! Goodbye!

Goodbye, Maxim!





About us



We are a team of professional software developers from Russia, our interests are in the field of communication optimization for our customers. Personal IT Service Desk - one of our first solutions - Lync / Skype for Business chatbot for IT services - helps our customers accept, classify and appoint performers without the participation of IT staff from 2012 to the present day.

This solution was awarded with first partner award for Prof IT - Microsoft Partner of the Year in Russia 2012, nomination «**Communication**». Personal IT Service Desk has grown into an omnichannel communications robotics platform Personal IT Vocamate Interactive (PIT VI).

PIT VI was recognized as the best Microsoft partner solution in Russia in categories

- **Application Development** – for the robotization project of the call center of the Vologda Energy Sales Company in 2016
- **Manufacturing & Resources** - for the intelligent voice bot for pre-trial settlement of debt issues for TNS energo Rostov-on-Don in 2019



Partner status

Today, Prof IT is a dynamically developing innovative company with a number of unique, patented solutions to improve the efficiency of customers business processes, noted by plenty of partner statuses



Gold Cloud Platform

Silver Application Development

Silver Security

Silver Datacenter

Silver Windows and Devices





Thank you

Feel free to contact us about any additional information

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