



Azure-based Conversational AI to improve call center experiences for agents and customers

One-third of call center agents' work time consists of repetitive tasks that can be automated nowadays thanks to the newest AI technologies.

With the help of these newest Natural Language Processing technology (NLP) and human-like neural voices, it is possible to significantly increase the quality of automated dialogs compared to classic solutions. This leads to relevant cost savings and relief of your call center agents, who can then concentrate more on the complex tasks.

Parloa enables you and your team to leverage fully integrated Microsoft Azure AI technology for automating your call center with an easy-to-use user interface.

Build and train your custom speech models, including intents and entities and bring your dialogs to life with natural-sounding voices thanks to best-in-class Neural Text-To-Speech (TTS) by **Microsoft**.

Parloa goes beyond previous call center automations such as rule-based interactive voice response systems (IVR).

Example use cases:

- ✓ **Intent recognition and optimized routing based on user request/in-out**
- ✓ **Customer identification and verification processes**
- ✓ **Full automation without human interaction for End-to-End issue handling thanks to backend integrations**
- ✓ **Peak call handling**
- ✓ **Callback management**

5 reasons for automating your call center with parloa

- 1 Best recognition rates in Speech-To-Text in all relevant categories for telephony**
- 2 Outperforming intent recognition rates compared to competitors**
- 3 Human-like neural voices in many languages via Text-To-Speech technology**
- 4 Unique and easy-to-use frontend for creating, training and releasing dialogs**
- 5 Data protection and hosting made in Germany**

