WELCOME TO
CALL TRAVERSE

AI Voice Solution Product Catalog

Cost reduced
By 10% – 15%

Productivity
Increased by 25%

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Pain Point

High hold and Call Abandonment Rates: Inefficient IVR traversal leads to 34% to 40% of calls disconnecting before reaching an agent.

Increased Operational Costs: This inefficiency results in overstaffing and higher operational expenses for facilities.

The Solution

- **AI-powered Voice Bot:** Uses advanced AI to mimic human-like interactions.

- **Efficient IVR Navigation:** Automatically dials and responds accurately to IVR prompts.

- **Selective Agent Connection:** Connects to a live agent only when necessary.

- **Reduced Wait Times:** Significantly cuts down on caller wait times

- **Lower Operational Costs:** Decreases costs associated with call handling.

- **Enhanced Service Quality:** Improves overall customer service experience
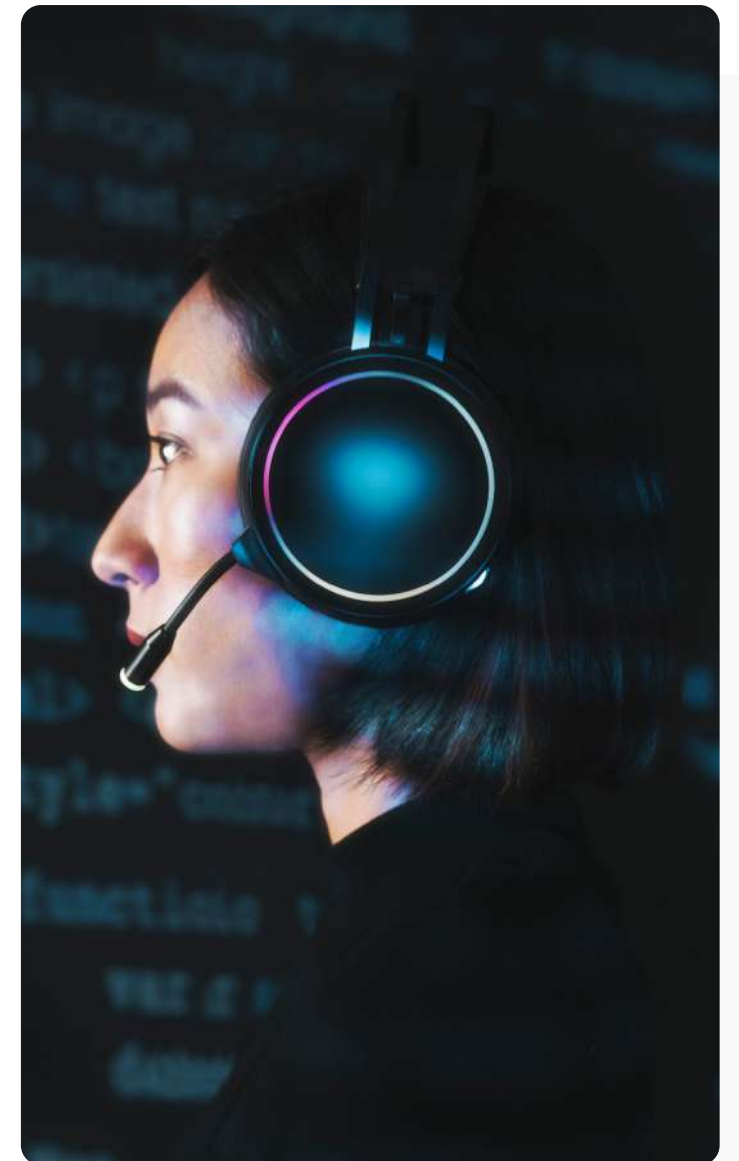
Why CallTraverseAI is Crucial

Without an automated IVR traversal solution, these inefficiencies can lead to substantial losses for your organization. Here's why implementing CallTraverseAI is crucial:

Efficiency and Cost Savings:

- **Wasted Time:** For a team of 1000 FTEs, approx. 40,080 hrs. wasted monthly.

- **Operational Costs:** Overstaffing by just 20% lead to an additional $1.8M expenses annually.

Employee Engagement and Attrition:

- **Increased Productivity:** Automating IVR navigation allows agents to focus on complex tasks, enhancing productivity.

- **Job Satisfaction:** Streamlined workflows and reduced repetitive tasks increase job satisfaction, significantly lowering **Attrition Rates**
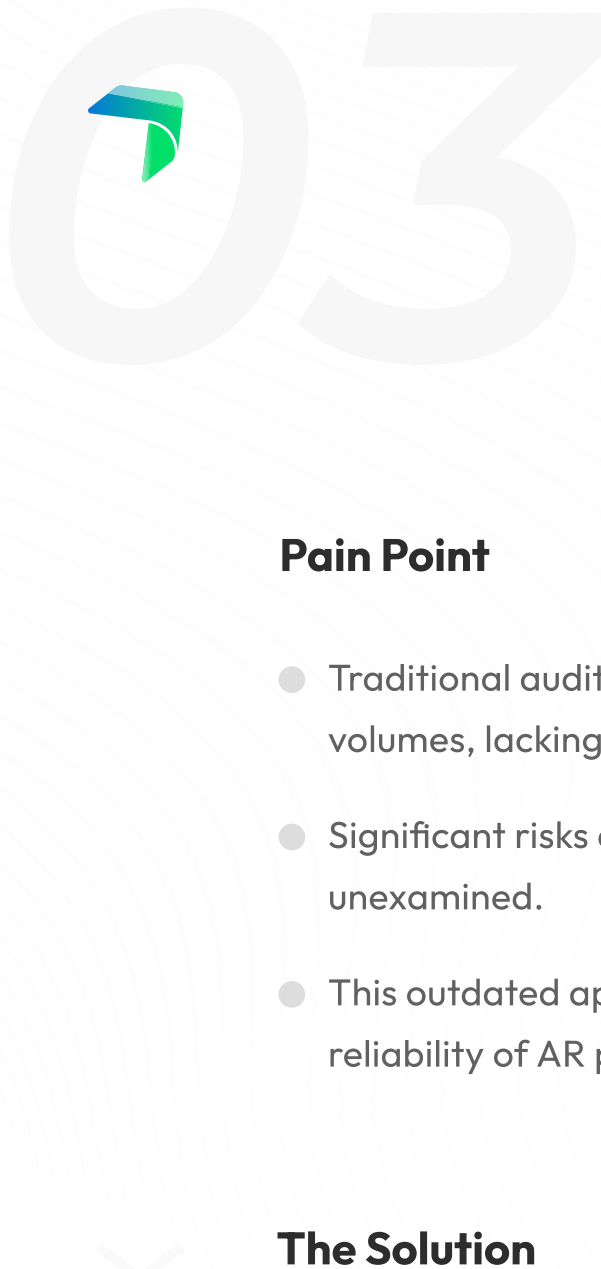
The IMPACT

40,080+ Hrs. 🕐
Wasted Monthly

20% 🤝
Overstaffing Cost

30% ⚡ ▲
Efficiency

05% ▲
Abandoned Rate

Audit AI

Pain Point

- Traditional audit models cover only 5-10% of call volumes, lacking comprehensive oversight.

- Significant risks and gaps are exposed, leaving many calls unexamined.

- This outdated approach undermines the accuracy and reliability of AR processes.

The Solution

Comprehensive Coverage:

Audits 100% of call volumes, ensuring no call goes unexamined. Eliminates gaps left by traditional audit models.

Enhanced Accuracy:

AI-driven approach improves error identification rates by up to 10 times. Provides more reliable and accurate insights.

Improved Oversight:

Ensures thorough and reliable AR process oversight. Reduces risks and enhances confidence in call quality.

Efficiency Boost: Streamlines the audit process, saving time and resources.

Compliance Assurance: Meets regulatory requirements more effectively.
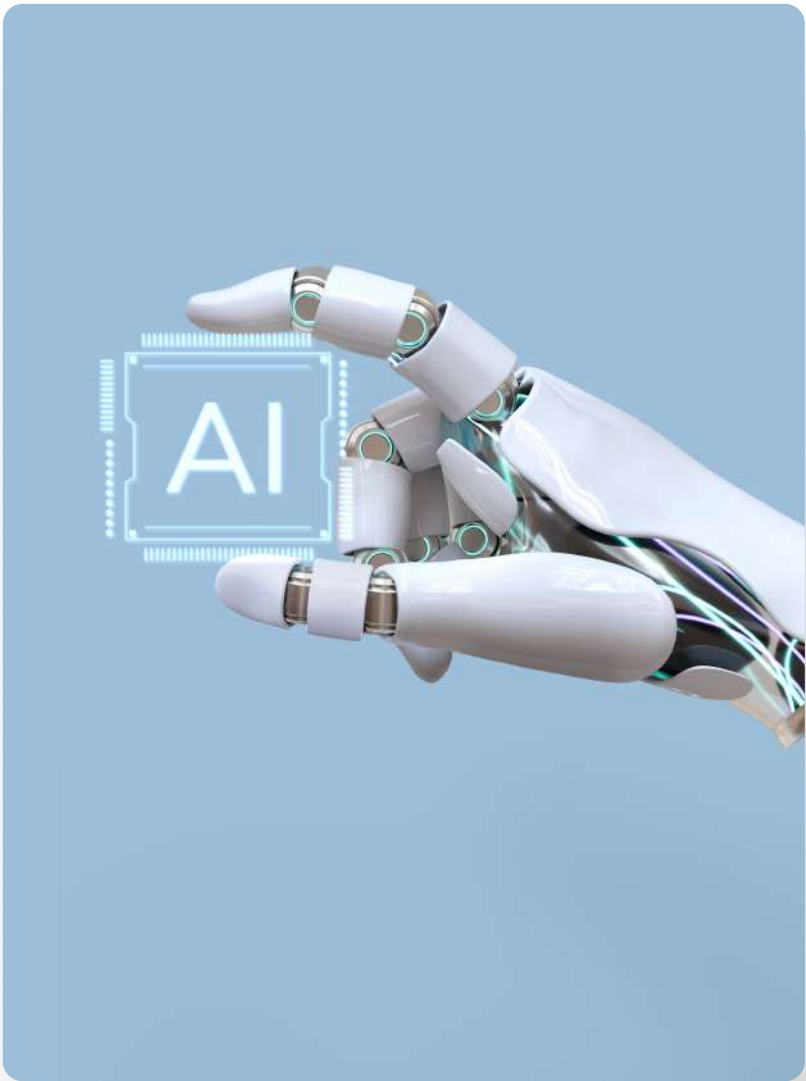
Why CallTraverseAI is Crucial

Here's why implementing Audit AI powered by CallTraverseAI is crucial:

Coverage Gap:

- Traditional models miss 90-95% of calls, risking undetected errors and compliance issues.

Enhanced Accuracy:

- CallTraverseAI reduces financial losses by improving error detection tenfold.

- ***$3M impacted annually per research

Actionable Insights:

- Offers training insights, identifies skill gaps, and helps in hiring top-performing agents.

The IMPACT

100%
Call Audit Coverage

$3M
Financial Impact due to Ineffective QA Management

10 X
More Error Identification Rate

Actionable Insights

04

Insights, Prompts & Call Summary

Pain Point

- **Lack of Real-Time Insights and Prompts:** Impact on First Call Resolution
- **Absence of Auto Call Summary Solution:** Impact on Efficiency and Accuracy

The Solution

- **Real-Time Contextual Insights & Prompts:**
- **FCR:** Improves First Call Resolution by providing agents with critical information during calls.
- **Talk Time:** Enhances operational efficiency and minimizes talk time.
- **Summarization**: Ensures accurate and effective call documentation.

Why CallTraverseAI is Crucial

Not leveraging CallTraverse AI to automate real-time contextual insights, prompts, and auto-generated call summaries can lead to significant losses in several key areas:

☑ Improved First Call Resolution (FCR):

- ▶ Enhances FCR by 15%, improving customer satisfaction.
- ▶ Closes knowledge gaps, reducing repeat calls.

☑ Operational Efficiency:

- ▶ Cuts costs by 15% through improved FCR alone

☑ Reduced Learning Curve:

- ▶ Shortens training time for new agents, saving one-third of the learning curve.
- ▶ Saves up to > $100,000 annually on training and retraining

☑ Quality and Attrition:

- ▶ Simplifies operations and alleviates stress, enhancing work quality &Improves service quality.

The IMPACT

$100,000
Training Cost

126,000 hrs
Wrap Up Time

15%
FCR Improvement

20%
Higher Talk time