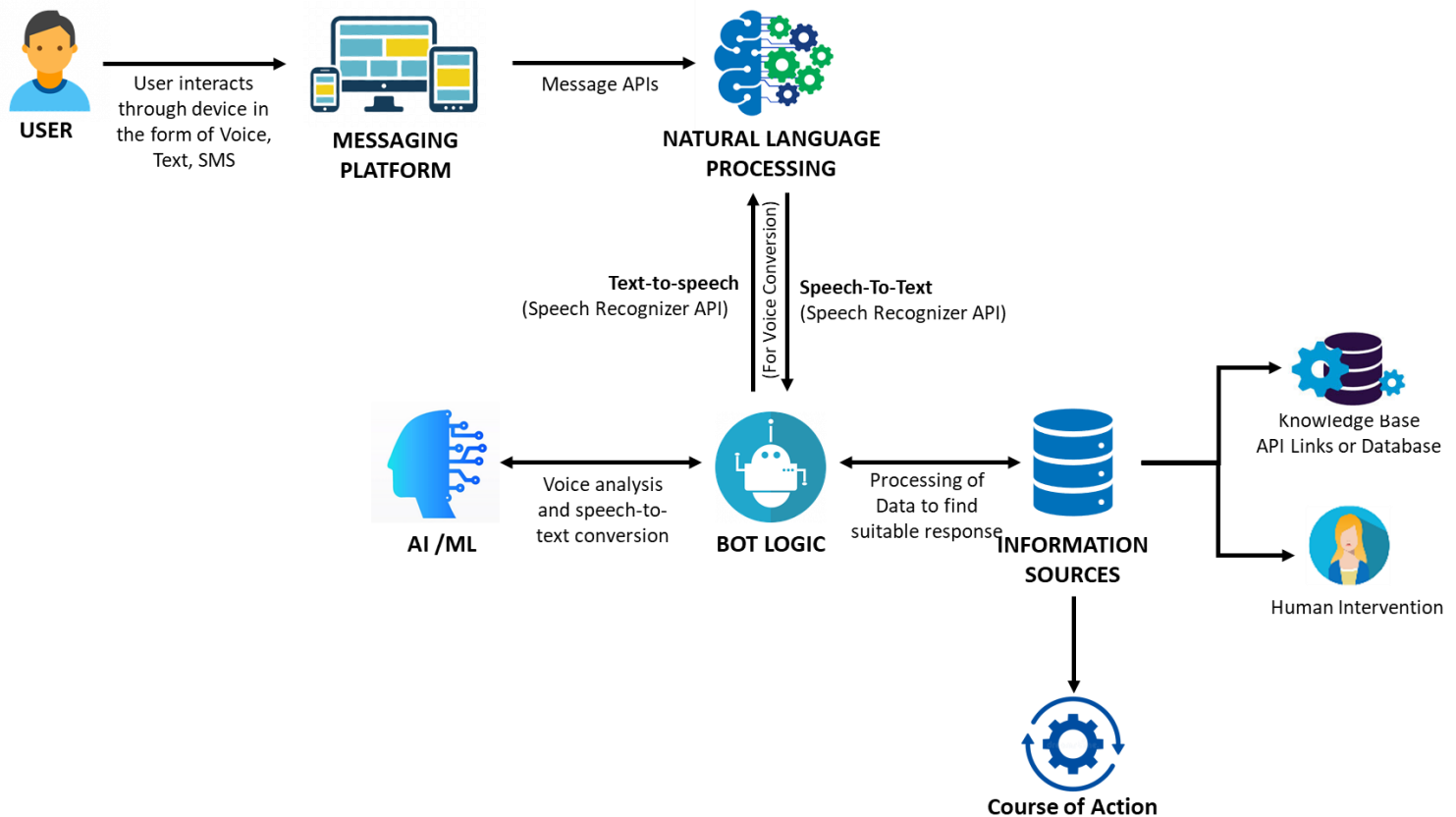


AI Enabled Voicebots

Collotech IPA Solution:

- Conversational AI is being implemented in personal assistants and chatbots
- The audio is captured via devices and is then analyzed by the Natural language processing unit to understand the context of the spoken phrase or sentence.
- The voice is converted to text form for further processing (NLU). A speech-to-text API is used for understanding the language, thereafter the text form is analyzed using a script to provide an apt response (NLG)
- Our voice bots have superior context-based intent identification to help understand queries better and provide insights from user interaction to help constantly improve bot performance and understand user behavior.



Benefits of AI enable Voicebot

Reduce waiting time and improve the quality of customer service

Voice mode Communication

Greater integration

Suitable for a larger customer base

