The ROI of Speech
Stretching The Contact Center Dollar
Presenting

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LumenVox,
Core Speech Technology Provider
HQ in San Diego since 2001
Outbound

ID – Right Party Connect (RPC)

Is this John Smith?

Confirm right person is answering phone
Only connect agent to qualified calls
ID&V Identification and Verification | Inbound

- Multi Factor Authentication
  - Something you know

- SSN #/Challenge Questions
  - What is your street address?
  - Which of these cars did you own last year?

- Something you posses
  - Telephone ANI

- Something you are
  - Voiceprint

Courtesy of Enterprise Integration Group
Data Collection

- Outbound Confirmation
- Data Collection
- Inbound Verification

- New Account/Change of address
  - City/state/Zip/street
- Taxi Dispatch
  - Pickup location
  - Destination address
- Repair Parts Order
  - Which brand
  - Which model

Survey
Payment

Outbound Confirmation

Data Collection

Agent Interaction

Payment

Credit card processing
Name on card
Card number
Exp. Date
3 or 4 digit code

Survey

Inbound Verification
Data Entry

Order entry/CRM with V-Pad
2–3x faster entry/ 90–95% accuracy
From Fill (order entry)
  Dictate field name/entry

Call notes (CRM entry)
  Template (Repetitive notes)
  Say template name

Transcription (custom notes)
  Dictate call detail

Courtesy of SandCherry
Survey

Post call survey
Where did you find us?
Yellow pages/Radio/TV

Satisfied with the service?
Very/mostly/somewhat/not at all
ROI of Speech

Average call handling cost:

Speech-IVR call $0.10 per minute
Agent-assisted call (loaded) $0.39 minute*

*Base Salary from US Contact Center Operational Review" by ContactBabel, 2007
Stretching the Contact Center Dollar

Agent Handling cost savings on any interaction that can be processed by a Speech-IVR: 75%

Additional ROI opportunity: LumenVox Speech Engine cost vs. the competition:
Save 70% or up to $1000 per speech port
Summary

- ROI of Speech
- 75% cost savings through process automation
- Increased security / reduced fraud
- Increased record accuracy through dictation