



CX TRANSFORMATION

With fast, flexible VoiceBot Automation

Case Study — EnBW

Our client, a major European energy company, handles 150,000 calls per month.

babelforce has introduced VoiceBot automation into 80% of calls, creating **half a million Euros in direct annual savings**.

Fully automated interactions

5% of callers
€112,500 saving p/a



Partial automation within interactions

20% of callers
€150,000 saving p/a



Automated intent gathering for agents

55% of callers
€239,250 saving p/a



€500,000+



Easy for customers
Easy for agents
Easy for you

babelforce.com



HOW IS VOICEBOT CHANGING CX? ✓

Some vendors sell a vision of VoiceBots with near total automation of calls.

But that's not going to happen. At least, not soon.

The real value of "conversational" systems is their versatility. It's the mix of total and partial automation that brings new efficiencies to 80% of conversations and saves enterprises millions annually.

WHERE DOES AUTOMATION FIT IN? ✓

1 Fully automated interactions

Virtually every contact center handles queries that are entirely automatable. For EnBW this includes billing enquiries and meter readings; 30% of these calls are fully automated.

2 Partial automation within interactions

VoiceBots can add tremendous value within agent-supported journeys. User identity verification, payment processing, and supplying date typically reduce agent call times by one third.

3 Automated intent gathering for agents

Using intent data in routing, and passing it to agents, creates a huge opportunity that many contact centers miss. EnBW were able to cut AHT by 35 seconds, saving 800 hours per month.

4 Automated caller handover

A VoiceBot can resolve many ordinary customer interactions itself, and seamlessly hand complex cases over to a human. Human agents can then focus where they're needed most.

WHY WORK WITH BABELFORCE? ✓



Deploy over 70 languages out of the box



Go live in under 8 weeks



Design, test and implement your ideal Voicebots



Automate up to 90% of repeated tasks