



How to AI-Enable your Cisco UCCE and CVP IVR

Upgrade Your On-Prem IVR to
Cloud-Based Intelligent Virtual Agents



Learn why Inference Solutions was recognized as the global market share leader by DMG Consulting

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Are you using Cisco's Unified Contact Center Enterprise to power your contact center? Do you use Cisco's Unified Customer Voice Portal or another on-premise IVR to power self-service? Are you looking for ways to keep your contact center on pace with the latest advances in contact center AI? If so, we have a new solution that will help you transform your existing IVR into a self-service solution based on the most advanced conversational AI technologies.

There's no need to "rip and replace" your entire on-premise contact center platform in order to modernize and extend your self-service capabilities. You can continue to use your existing on-premise UCCE contact center seats for your live agents while deploying cloud-based virtual agents to improve the self-service experience you offer to your customers. Even better, when you're ready to move your live agent seats to a cloud-based solution like Cisco Customer Journey Platform (CJP), your virtual agents will easily make the transition with you.



To learn more about Intelligent Virtual Agents, [read Inference's Solution Guide](#)

What's an Intelligent Virtual Agent?

Intelligent Virtual Agents are self-service applications that automate the routine and repetitive conversations handled by live agents, freeing human agents to provide value where they're most needed. They do many of the things that human service and support agents do – they just never rest or take a vacation – and they're substantially cheaper.

For example, retailers connect callers to local stores and departments by allowing them to simply speak the name or zip code of a store they want. Hotel chains like RLH Corporation use virtual agents to book reservations and act as “virtual concierges.” Quick serve restaurant chains like Pizza Hut take orders and process payments over the phone and through SMS. Major brands offer automated self-service and healthcare providers automate appointment scheduling.

- **Virtual Agents Have Skills** – For example, they can understand human speech in over 100 languages and can respond using text-to-speech that is almost indistinguishable from a human agent.
- **Virtual Agents Can Do Things** – They can perform all kinds of tasks to care for customers. They can authenticate callers with voice biometrics, process PCI-compliant payments, look up orders, survey customers and answer all kinds of questions – over the phone, web or SMS.
- **Virtual Agents Are Employed Like Human Agents** – Just like an outsourced call center, you purchase virtual agents and pay for them for as long as you need them, on a monthly basis.

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Book a flight from
San Francisco to **New York**
for less than **\$500**

You're all booked!

Gartner



There's a wave of contact center adoption for virtual agents. Gartner has revealed that **25% of customer service and support operations will integrate virtual customer assistant (VCA) or chatbot technology across engagement channels by 2020, up from less than 2% in 2017.**

Why Should I Use Virtual Agents for Self-Service?

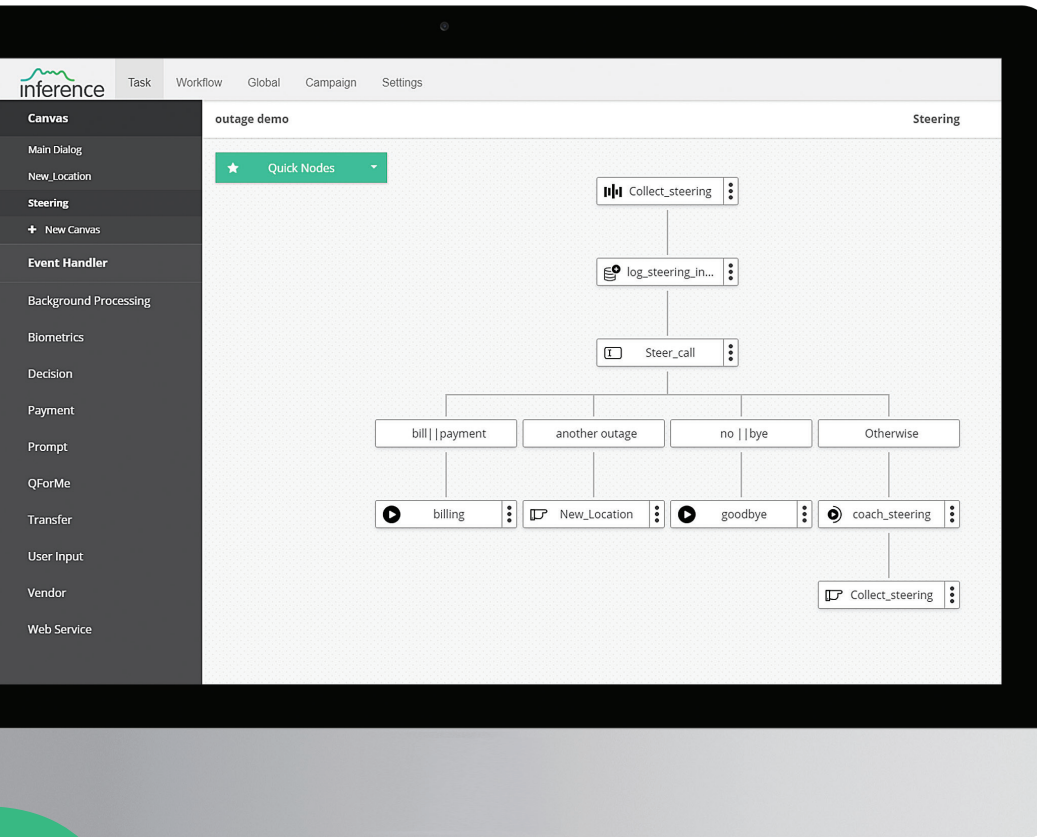
Improved Customer Experience

With almost half of U.S. households now owning a smart speaker and consumers now getting service through a variety of consumer-based virtual assistants, they now expect the same type of conversational experience when they contact your service or support department.

Virtual agents use the latest advancements in Conversational AI, including speech recognition, text-to-speech and natural language processing (NLP). NLP makes it easier for your customers to get support through your automated system because the complexity of the interaction can be dramatically simplified. It also increases the percentage of inquiries that can be automated, helping you reduce costs. NLP lets you eliminate complex IVR menus and go beyond speech-enabled, directed dialog systems. Our virtual agents help you embrace NLP by packaging and integrating the most advanced technologies from companies like Google and IBM into Inference Studio.

Easier to Manage and Deploy

Inference's virtual agent platform is deployed in the cloud as a service. That means you get all of the benefits of a cloud-based offering and none of the headaches associated with purchasing, hosting and managing the software, hardware and equipment that's required to run an advanced self-service solution.



CONVERSATIONAL AI

There's also no need to manage older Voice XML, speech or text-to-speech servers. We do all of that for you. And because Inference works as an application development layer that sits on top of a wide variety of Conversational AI engines, you can choose which engine to use for your applications. You could even choose to switch between underlying engines mid-way through a dialog.

DRAG-AND-DROP DEVELOPMENT

Inference Studio is our web-based visual tool that enables you to build your own conversational experiences. You can get started with a blank canvas, use an existing task, or start with a task from our [task library](#). From there, you simply drag and drop **nodes** that tell your virtual agents how to behave. Developing self-service applications becomes easy and transparent. There's no dependency on services or development teams to manage and update your applications.



Read [DMG's Self-Service Maturity Model](#) to understand why you should move your IVR to IVAs

A virtual agent costs a fraction of a live agent.

1 Virtual
FTW

1 Human
FTW



Read [the Buyer's Guide for Intelligent Virtual Agents](#)

Reduce Costs

Many companies still use human agents to do repetitive tasks. Assigning those tasks to virtual agents will help your organization to significantly decrease support costs. Donna Fluss, CEO of DMG Consulting, [explains](#) the impact that even a minor enhancement can have on your bottom line:

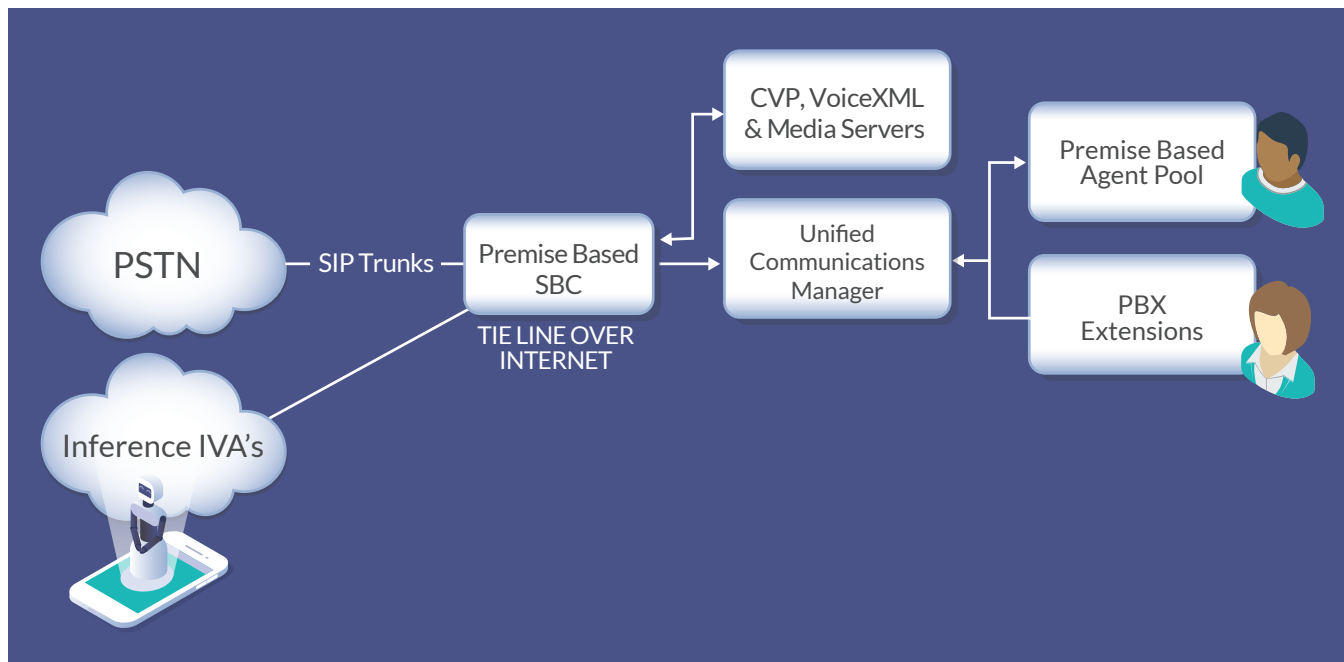
“Just a small improvement in utilization rates can improve the customer experience and net millions in savings. For example, if the cost of an agent-handled call is \$5, a 2% increase in IVR utilization for a business that receives 1 million calls per month represents a savings of \$100,000 per month, or \$1.2 million per year.”

Improve Compliance

A key concern for most businesses is compliance with industry regulations – and for good reason. The penalties can be staggering: PCI-DSS fines can range from \$5,000 to \$10,000 per month, and HIPAA fines range from \$500–\$5,000 per violation and can include criminal prosecution. Inference's virtual agents can help organizations avoid violations and penalties. Our PCI-DSS and HIPAA-compliant virtual agents are able to collect sensitive customer data without revealing any information to a human agent. We also offer a Secure Call Proxy, which allows a human agent to ask a virtual agent to process PCI-compliant payments.

How Does Inference Work with UCCE?

As shown in the diagram below, you can keep your on-premise equipment in place. If you're using CVP to deploy your self-service applications, you can choose to keep them or replace them with cloud-based virtual agents. Inbound calls arrive at your SBC and can be directed to one of Inference's PoPs through a simple SIP Tie Line connection. Callers can then interact with one of your cloud-based virtual agents for automated service. Calls can be handled completely by a virtual agent or be transferred back to a live agent by SIP REFER.



Want to learn more?

- Visit our [website](#)
- Give us a call @ 855 464 8222
- Have someone [contact](#) you.



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