



Revolutionizing Customer Support with Voice AI

Discover how a leading telecom company achieved significant customer satisfaction improvements and cost savings by deploying a 24/7 Voice AI Agent using Vapi.



by **Funsho Peters**



Client Challenges

High Call Volume

Customer inquiries peaked during business hours, resulting in long hold times, frustrated customers, and high abandonment rates.

Limited Availability

Customer support was only available during standard office hours, leaving customers without any support during evenings and weekends.

High Operational Costs

Maintaining a large team of support agents was costly, with high turnover rates and training demands further increasing costs.

Our Solution: Voice AI Agent

24/7 Availability

The Voice AI Agent provided round-the-clock support, ensuring customers could access assistance at any time.

Natural Language Understanding (NLU)

Vapi's advanced NLU capabilities enabled the agent to understand the nuances of customer requests, even with colloquialisms and diverse phrasing.

Natural Language Processing

Customers could communicate naturally, just as they would with a human representative.

Automatic Speech Recognition (ASR)

High-accuracy ASR ensured that the agent could accurately transcribe customer speech into text for processing.

Text-to-Speech (TTS)

Clear and natural-sounding TTS technology ensured customers had a seamless, conversational experience.

Key Functionalities

1 Account Balance Checks

Customers could inquire about their balance without waiting for a human representative.

2 Bill Payments

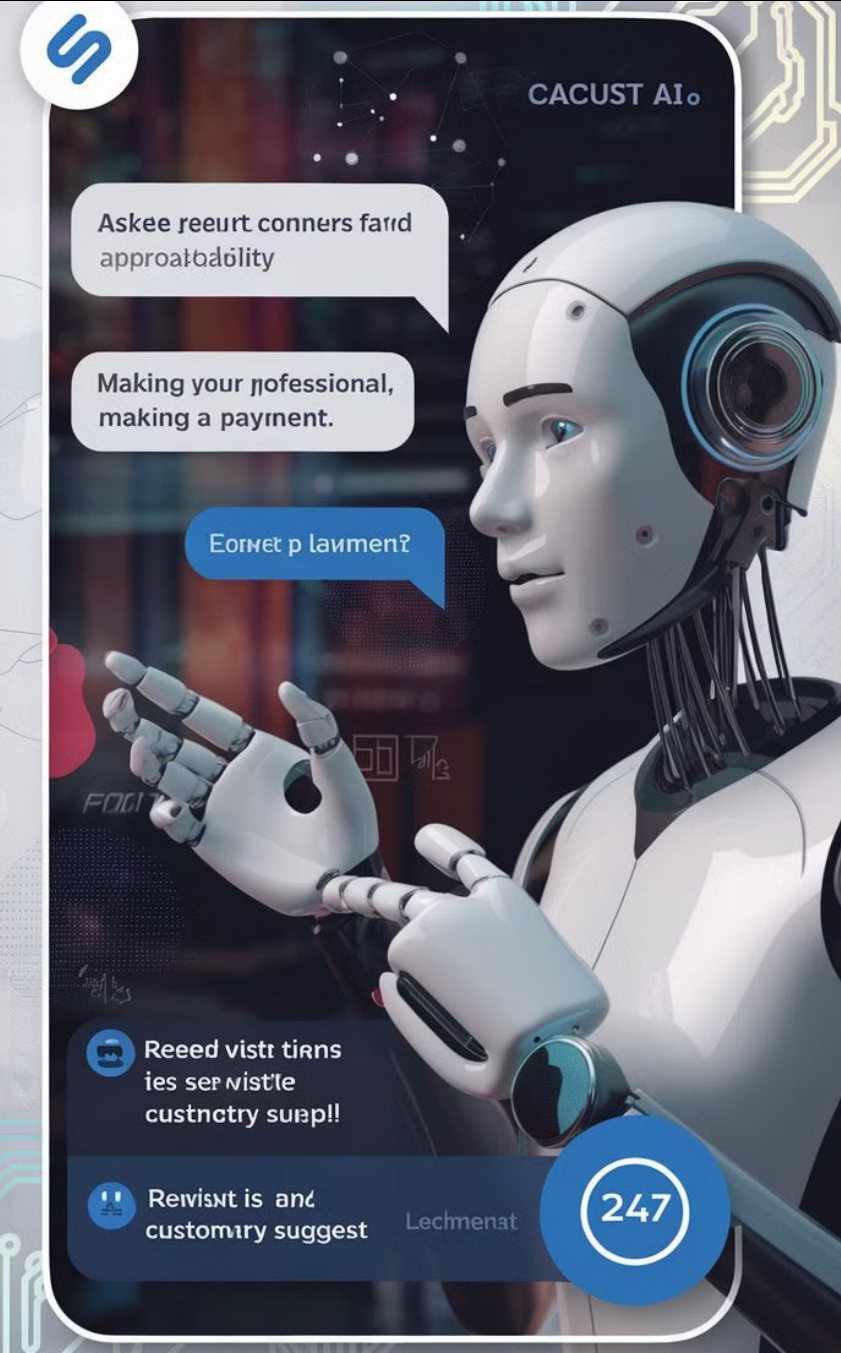
The Voice AI Agent facilitated seamless bill payments, guiding customers through the process step-by-step.

3 Troubleshooting Assistance

The agent provided step-by-step solutions for common technical issues.

4 Human-Like Interactions

Advanced natural language processing ensured conversational, human-like interactions.





Transformative Results

60%

Reduced Wait Times

Customers experienced significantly faster service.

45%

Increased Satisfaction

Improved customer experience led to higher satisfaction scores.

Cost Reduction & Scalability



Cost Reduction

The Voice AI Agent handled 80% of common inquiries, reducing the need for human agents.



Scalability

The AI-driven approach could handle increasing call volumes during peak seasons.





Customer Testimonial

"The Voice AI Agent has completely transformed our customer support operations. Our customers are happier, and our agents are finally able to focus on what they do best—solving complex issues. We couldn't be more thrilled with the results. The efficiency gains and the improved satisfaction metrics speak volumes about the success of this project." — ****Head of Customer Experience, Telecom Company****

Key Benefits

1

24/7 Availability

Always-on support ensures customers are never left without answers.

2

Increased Efficiency

The Voice AI Agent automates repetitive tasks, freeing up human agents to focus on complex issues.

3

Improved Customer Experience

Faster response times, personalized interactions, and 24/7 support lead to happier customers.

4

Cost Savings

Reducing the workload for human agents leads to significant cost savings.





Next Steps

Take your customer support to the next level! Request a live demo of our Voice AI Agent and discover how it can revolutionize your business operations by reducing costs, enhancing customer satisfaction, and scaling effortlessly to meet growing demands. Contact us today to see it in action and unlock your telecom company's potential.

Contact us

Visit our website **funshopeters.com** or give us a call at [+234 802 245 7015](tel:+2348022457015) to schedule a live demo of our Voice AI Agent.