Customer Care Voice Agent

Voice-based AI assistant that provides self-service over the phone for customer support.

Pairs well with Customer Care Virtual Agent

Rapid transformation at enterprise call centers is undeniable. In today’s digital world, where customers expect responses 24x7x365, companies must resolve queries faster than ever before – but traditional IVRs and handcrafted menus scale poorly and become complex quickly.

Customer Care Voice Agent lets you to improve efficiency by letting Watson interact with callers using natural language to provide self-service over the phone. Customer Care Voice Agent is voice based. Explore Customer Care Virtual Agent for Watson’s digital solution.

Voice Agent Solution Overview

Customer interacts with Watson through your company’s telephone system

Watson service integrates with a phone network to provide seamless experience for customer

Customer can request a human agent if Watson is unable to provide an answer

Contact us
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