

# Customer Care Voice Agent

Digital, automated, scalable 24x7 support that delivers higher customer satisfaction at a lower cost

Rapid transformation at enterprise call centers is undeniable. In today's digital world, where customers expect responses 24x7x365, companies are transforming customer service and resolving queries faster and more cost effectively than ever before.

**Customer Care Voice Agent** enables you to improve efficiency by letting Watson interact with callers using natural language to provide self-service over the phone. Add Customer Care Voice Agent to your existing call center, or build your first self-service voice agent.

## Benefits

Watson can help you in your customer service transformation—enabling enhanced engagement with customers over digital and voice channels. Watson blends AI assistants, live agents and customer data to dramatically enhance customer satisfaction, empower your agents, and scale customer support operations.

### 1. Natural Language Understanding

Watson's ability to understand end user questions in natural language enables an intuitive and human-friendly interface for customers.

### 2. Pre-Trained Content

Customer Care Virtual Agent comes with a set of pre-built capabilities that work right out of the box. These core capabilities cover the most common customer service queries for four industries: – Customer Service – Energy – Retail Banking – Telecom

### 3. Improved Customer Satisfaction

Answer the most common customer queries in the very first interaction. When human intervention is required, easily escalate to an agent.

## Solution Overview

The solution integrates Watson to your phone network by using [IBM's Voice Agent technology](#) to seamlessly orchestrate [Watson Assistant](#), [Watson Speech to Text](#) and [Watson Text to Speech](#).

## Timeline

### 1–2 days

Within one to two days you will be able to talk through a basic conversation

### 6 weeks

Within six weeks you should have a proof of concept with multiple question and answer flows

### 3–6 months

Within three to six months you should have Customer Care Voice Agent integrated into your call center system

## Contact Us

For more information regarding this offering or any of our services, please contact your Watson Sales Representative or visit [ibm.biz/watsonplatform-scheduler](http://ibm.biz/watsonplatform-scheduler)

