

**EXP+ > Evolve****Sitel® Conversational IVR**

*Create more natural voice-based self-service CX for greater customer satisfaction.*

### Speak Naturally for Automated Voice-Based 24/7 Support

Sitel® Conversational IVR integrates with products across EXP+™, including Sitel Omnichannel Engagement, for a seamless interactive voice response (IVR) and telephony solution.

By using their own words, customers effortlessly describe why they are calling, what support they are looking for and easily complete self-service transactions with conversational IVR. Sitel Conversational IVR provides more natural self-service customer experiences (CX) for your customers.

**Natural**

Speak in full sentences, just as if you are speaking with a live agent.

**Personal**

Ask any question in your own words.

**Efficient**

Deliver quick and easy answers for faster resolution times.

### Smarter with Each Conversation

Conversational IVR uses a combination of artificial intelligence (AI), natural language understanding (NLU) and natural language process (NLP) to both understand and respond to your customers' requests in an engaging and intelligent way. This solution becomes smarter with each conversation, augmenting its knowledge base over time.

### Optimized 24/7 Support and CX

The automated system answers simpler inquiries deflecting contacts away from agents, while more complex needs are transferred to live agents. Customers enjoy the convenience of immediate, intuitive service, creating a better CX.

## Understanding Intent to Maximize the CX



## Measurable Results

Create more natural voice-based self-service CX for greater customer satisfaction.

11%

**Increase in Call Containment**

94%

**Accuracy Identifying Query**

89%



**Task Completion**

42%

**Increase in Self-Service Utilization**

Source: Sitel Group® Data, 2019-2020

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