SSON | IMPACT AWARDS

2024 WINNERS

TECHNOLOGY OF THE YEAR AWARD:

PolyAI

THE TECHNOLOGY

PolyAI won SSON's Technology of the Year Award for their flagship product; a fully white-label, customer-led voice assistant. The technology has been pre-trained through proprietary conversational AI models in order to support contact centre business process outsourcing (BPO) and shared service offerings.

The SaaS solution is accompanied by Studio. for development and continued training, as well as Portal, for analytics. Thus, end users can access real-time insights and leverage service trends.

Organizations that are looking to automate their client's customer-facing, voice-first channels can deploy PolyAI's solution if they are looking to increase operational efficiency, reduce customer wait times, whilst maintaining a high level of service quality.

THE USP

PolyAI prioritizes voice interaction over text-based solutions. Unlike most, they have embraced the challenge of perfecting voice-driven interfaces. The solution's proprietary language models surpass industry standards, boasting superior intent identification and comprehension.

Through a blend of voice acting and synthesized speech, the customer-centric voice assistant delivers unparalleled quality, mimicking human conversation to engage users effectively. By seamlessly integrating into conversations, they keep customers engaged and satisfied, reducing the need for human intervention.

PolyAI's voice solution also offers robust analytics capabilities, allowing businesses to track and analyze customer interactions in real-time.

HOW THE TECH HELPS SSO

Despite hesitations surrounding AI adoption, PolyAI provides a compelling proposition with its proprietary technology, delivering tangible business value from day one. By streamlining processes and enhancing customer interactions, PolyAI facilitates rapid deployment and ensures partners stay ahead in the competitive landscape.

With PolyAI's solution, SSOs can overcome challenges in talent acquisition and retention while managing staffing requirements more effectively. By automating mundane tasks and improving agent performance, PolyAI enables SSOs to deliver exceptional customer experiences consistently. This shift not only elevates the quality of service but also enhances brand loyalty and opens new revenue streams for partners.

PolyAI transforms the SSO value proposition, moving beyond mere cost reduction to offer a blend of efficiency, excellence, and customer-centricity. By prioritizing the customer experience and leveraging scalable automation, SSOs can position themselves as strategic partners, driving growth and differentiation in the market.

BENEFITS ACHIEVED

Enhanced Customer Experience

PolyAI's voice assistants offer a remarkably human-like interaction, resolving over half of inbound calls with an impressive 85% customer satisfaction score.

Increased Efficiency & Accessibility

PolyAI voice assistants can handle every call without delay. This accessibility ensures that customers receive immediate assistance, leading to higher satisfaction rates and improved brand loyalty.

Revenue Generation

PolyAI voice assistants can transact on revenue opportunities for clients.

Comprehensive Support Capabilities

PolyAI voice assistants offer practical support, but also directs more complex issues requiring empathy to human agents. This ensures that customers receive a high level of assistance.