Five9 Intelligent Virtual Agent

Five9® Intelligent Virtual Agent In Action

"When COVID-19 hit we needed a way to handle **the massive influx of calls**.

Five9 Intelligent Virtual Agent technology based on Google CCAI allowed us to coordinate callbacks times, collect information, and then automatically schedule a callback.

It was easy to setup quickly handling 87% of the calls without an agent being involved.

In one week, it scheduled over 65K callbacks."

Thomas Kulp,
Colorado Department of Labor and Employment

The Intelligent Cloud Contact Center

Challenges

- Employees' selection of an incorrect IVR option routes calls to an incorrect contact center, requiring a transfer to the correct contact center

- Increased telco charges

- Inefficient use of agent resources

- Caller frustration from repeated transfers

Solution

- Implementation of Intelligent Virtual Agent, providing **"open speech"** to route calls to correct department/contact center
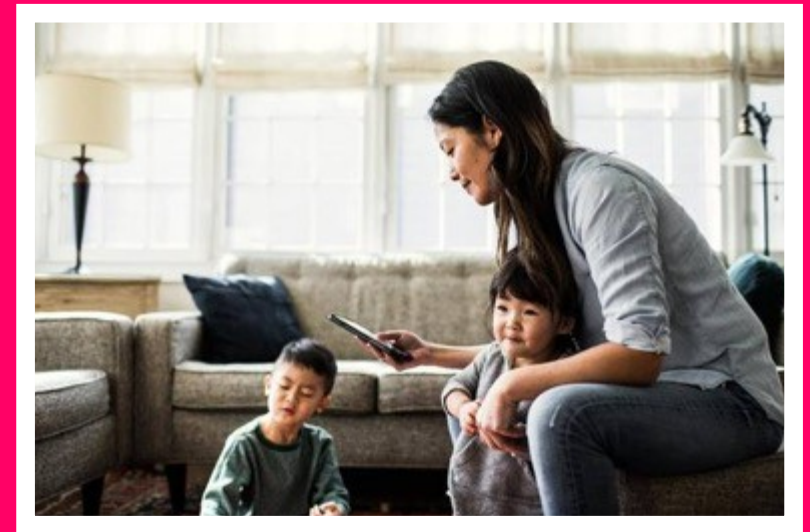
Results
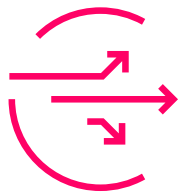
80%
**Success rate
in call routing**

<1%
**Transfer rate
on all skills**

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Thank You