

Ekho: Advanced AI Voice Assistant

Prepared by: Springtech Ventures Sdn Bhd

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Challenges Faced

Inefficient handling of routine tasks

- Manual processes are slow and repetitive.
- Tasks like FAQs and basic support are time-consuming.
- Lack of automation leads to reduced productivity.

Scalability Challenges during Product Launches

- Handling increased inquiries during launches is difficult.
- Manual training of new staff for surge periods is time-consuming.

Limited Availability of Support Staff

- Off operational hours
- Off-hours, weekends, and holidays may lack support.
- Limited availability leads to longer wait times for customers.



Ekho:

Elevate Customer
Support with Ekho

EKHO

Elevate Customer Support

- AI voice assistants utilize advanced technologies such as NLP and machine learning.
- They understand and respond to caller queries conversationally.
- Replacing IVR menus with AI voice assistants enhances intuition and personalization.
- This improves customer service experience, leading to higher satisfaction and retention rates.



“ What Is Ekho?

Ekho is a conversational AI solution tailored for call centers. It harnesses the power of advanced technologies such as Natural Language Processing (NLP) and Large Language Models (LLM).

Ekho is a transformative conversational AI technology designed to revolutionize call center operations. It introduces an intelligent generative AI voice assistant that streamlines repetitive interactions, empowering human agents to focus on complex and sensitive customer issues. By leveraging Ekho, businesses can enhance containment rates, delight callers, and significantly boost operational efficiency within their call centers.

Ekho AI Voice Assistant

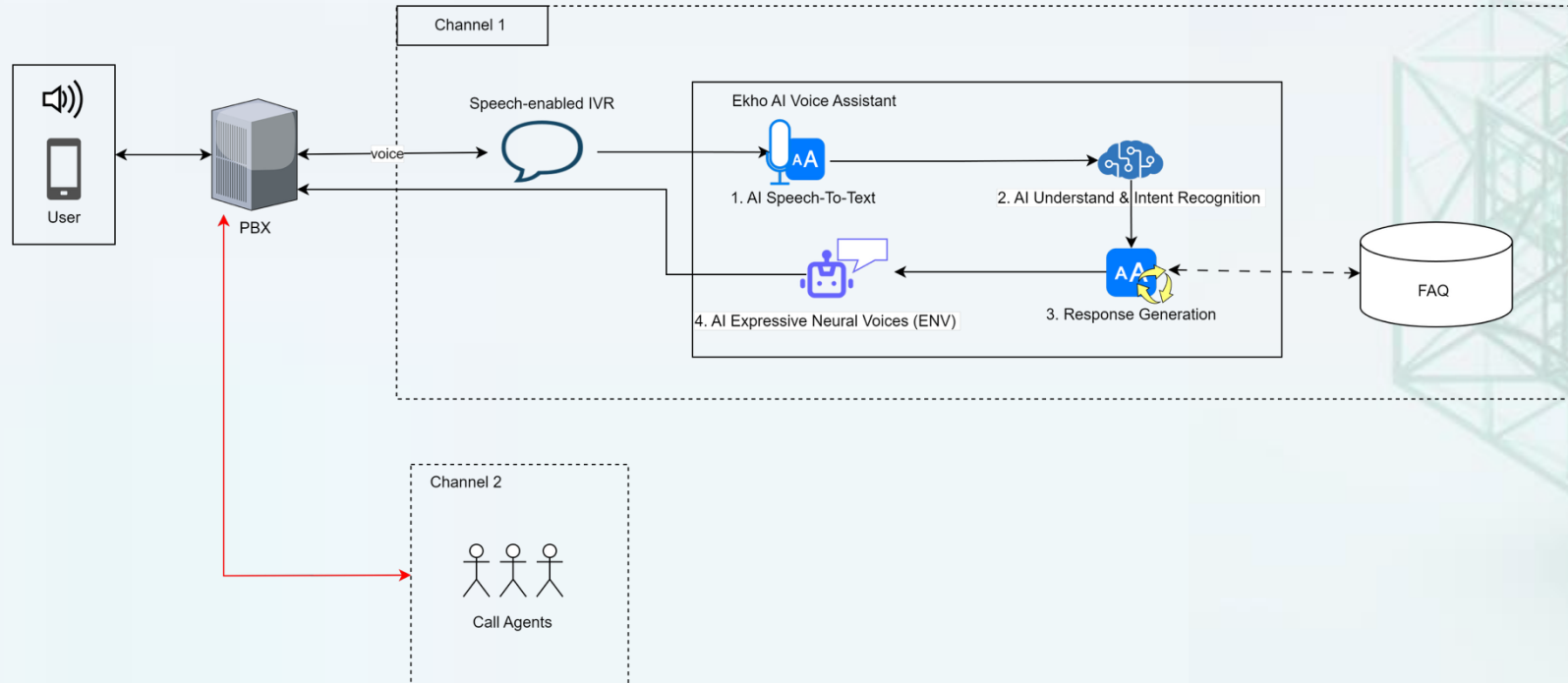
Ekho utilizes advanced technologies: Large Speech Models (LSMs), Automatic Speech Recognition (ASR), and Expressive Neural Voices.



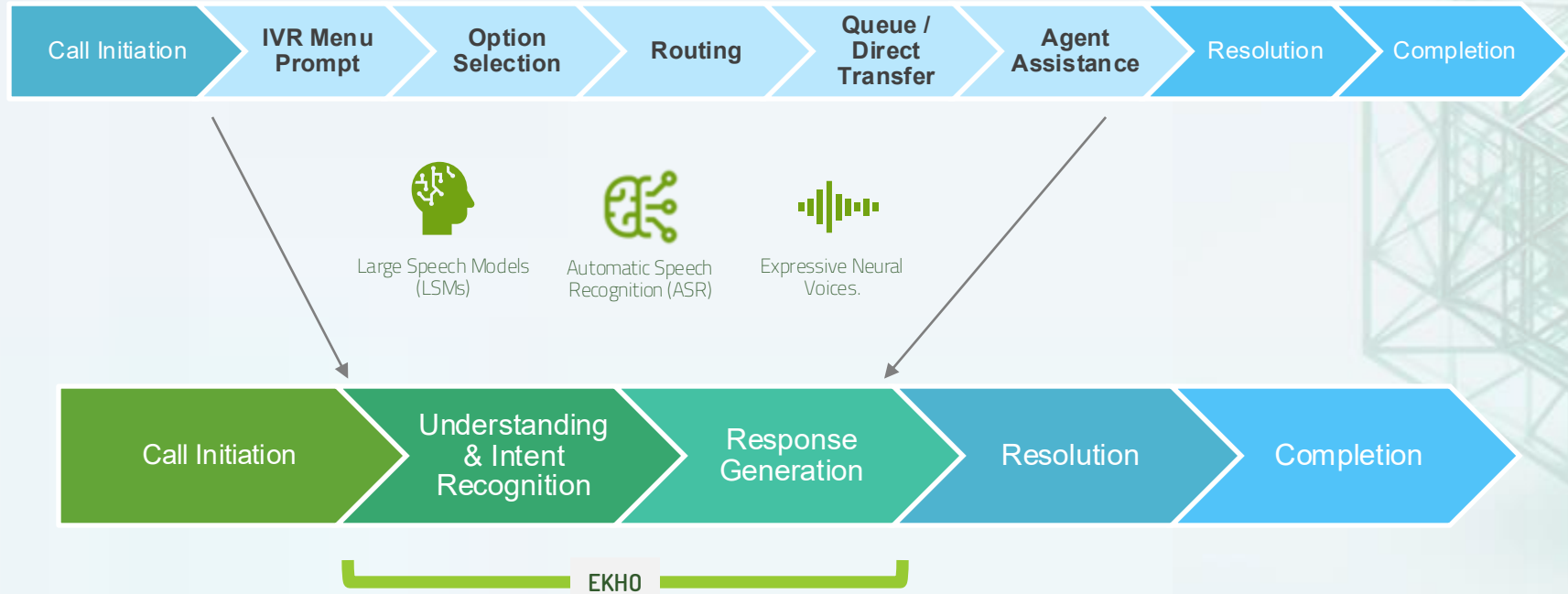
Benefits

1. LSMs personalize interactions and understand caller needs.
2. ASR transcribes spoken language accurately in real-time.
3. Expressive Neural Voices deliver natural and clear voice output.
4. Together, they boost customer satisfaction and optimize call center operations.

Ekho AI Voice Assistant



Ekho Business Flow



“ *Features and Functionalities* ”

Large Speech Models (LSMs)

- Advanced AI for precise understanding and personalized interactions.

Voice Support Across Multiple Channels

- Accessible through phone as such phone call.

Automatic Speech Recognition (ASR)

- Real-time conversion of spoken language for accurate comprehension.

Expressive Neural Voices

- Natural voices in multiple languages for engaging interactions.

Increased Call Containment Rates

- Handles high query volumes 24/7, enhancing containment and efficiency.

Increased Agent Productivity and Customer Satisfaction

- Automates routine queries, freeing agents for higher-value tasks, and ensures seamless hand-off for better experiences.

Summary & Key Takeaway

KEY TAKEAWAYS

- ✓ **Efficiency:**
 - *AI voice assistants automate repetitive tasks, such as FAQs and basic support, reducing manual effort and increasing productivity.*
- ✓ **Personalization:**
 - *By replacing IVR menus with AI voice assistants, interactions become more intuitive and personalized, leading to improved customer service experiences.*
- ✓ **Scalability:**
 - *Handle surges in inquiries without the need for manual training or additional staff.*
- ✓ **24/7 Availability:**
 - *Unlike human agents, AI voice assistants are available round-the-clock, including off operational hours, weekends, and holidays. This ensures continuous support for customers, reducing wait times and improving satisfaction.*
- ✓ **Higher Satisfaction**
 - *Deliver personalized, efficient service to enhance customer satisfaction and retention.*

Do you have any questions?
Ask us at

Email:	hello@springtech.ai
Contact:	+60 16 219 8898
Web:	https://springtech.ai

THANK YOU!

Springtech Ventures Sdn Bhd (1326029-D)

Block A2 ,Unit 333, Leisure Commerce Square, Jalan PJS 8/9, 46150 Petaling Jaya, Selangor,
Malaysia