

## MEDIA RELEASE

# Convai launches new AI speech technology for contact centres to make every word count

- *Natural Language interpretation enables customers to reach the right outcome the first time*
- *Reduces the average customer call time by 15-30 seconds*
- *Reduces calls to the call centre during peaks through targeted prompts and deflections*
- *SaaS delivery for easy integration to cloud-based platforms*

**21 September 2020** - [Convai](#), a PROBE Group company, has today announced the launch of its new intelligent contact centre solution, designed to significantly reduce call times and improve customer experiences across Australia and New Zealand.

The contact centre enhancement, Oration, combines an artificial intelligence (AI) language interpreter with advanced speech recognition. This enables contact centre management to create natural, automated conversations with callers that deliver quick, reliable outcomes for customers, and to manage peaks call periods more effectively.

Open speech navigation means customers can direct their call and reach the right outcome the first time by simply saying why they are calling in completely natural speech. The caller's response is interpreted to determine the underlying intent - enabling intelligent call options to be presented - while the full text is presented verbatim to agents, avoiding the need for the customers to repeat themselves when they reach the agent. These features ultimately reduce the average call time by 15-30 seconds.

Convai is a speech recognition provider with more than 20 years' experience operating across Australia and New Zealand, offering a large portfolio of speech self-service applications. Over the next six months, the company will include these applications as further features to Oration, including biometric identification tools to quickly and securely verify customers without multiple questions or obtrusion, and sentiment analysis to determine customer mood to better equip agents to begin conversations.

PROBE Group CEO Andrew Hume said that Convai is the perfect solution for a complex and ever-changing industry.

"We understand the importance for businesses to create a natural, seamless experience when engaging their customers," Mr Hume said. "Convai works to ensure that consumers aren't left with a poor first impression."

"The system's incredible intelligence allows the real people in the contact centre to provide a more relevant, personal, considerate and engaging conversation with the customer right from the start.

"We've spent more than 20 years in this industry, and Oration is our response to what we've learned. Ultimately, Oration puts the control in the hands of the contact centre manager and will help businesses become comfortable with quality self-service customer integrations," Mr Hume said.

Advanced speech recognition and AI-driven call routing means the system can detect fast-breaking trends, such as an incident or product unavailability, understand customer intent and respond accordingly, handling large volumes of calls easily.

Oration provides a range of self-service options, such as store location or opening hours, to address intent immediately and reduce the need for agent involvement. Automated phone and SMS responses offers greater customer flexibility and self-service uptake.

“The Oration product has been purpose-designed to quickly and seamlessly plug into cloud platforms enabling it to make the most of the dramatic increase in cloud-based contact centre usage,” Mr Hume said.

Convai is trusted by contact centres throughout Australia and New Zealand to deliver seamless, reliable automated solutions, with clients including Westpac, Bank of New Zealand, Kiwi Bank and Inland Revenue.

Last week, Vodafone NZ announced Vodafone Voice Concierge, an exclusive strategic partnership and integration with Convai to improve customer experience and efficiency of their contact centre offerings by implementing Oration.

“Having support from businesses like Vodafone NZ and Amazon Web Services is really a testament to the technology,” Mr Hume said.

“Personally, I think we will see AI technology take a front seat in the service industry in the future, as businesses ask themselves how they can improve their customer’s experience, while maintaining economic efficiency.”

Oration is available to Amazon Connect contact centres in Australia as a SaaS product on the [Amazon Web Services Marketplace](https://aws.amazon.com/connect/solutions/convai/).

To learn more about Convai’s Oration speech recognition solution, visit [www.convai.com.au](http://www.convai.com.au).

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#### **About Convai**

Convai are the creators of Oration and have spent 20 years asking how they can make contact centres run better and then designing and delivering the solutions to meet industry needs. They were one of the first organisations to build an IVR and to use natural language speech within contact centres. Convai have a reputation for delivering high quality, highly usable speech solutions.

Further details regarding Convai are available via their website: <https://convai.com.au>



## **About PROBE Group**

PROBE Group is an Australian-owned business process outsourcing service provider founded in 1979. PROBE manages human and digital interactions with its client's customers to generate sales, manage orders, perform customer service, retention and collections activities, back-office process management, shared services, and knowledge process services. PROBE delivers these services to clients across sectors including Government, Retail, Transport and Logistics, Utilities, Telecommunications, Banking and Financial Services, Automotive, among others.

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