

# Press Release

## **Ydilo reveals its innovative YSA solution for optimizing voice solutions with speech assistance**

***The Ydilo Speech Assistant solution optimizes existing IVR systems to offer greater customer satisfaction and improved cost efficiencies.***

Madrid, 13<sup>th</sup> November 2008.

Today, as companies look ahead to 2009 to determine where to cut costs, more and more are turning to voice solutions to streamline their customer care better without compromising the quality of the service, and yet improving cost efficiencies. Particularly as speech recognition technology has advanced considerably, achieving very high rates of recognition and interpretation, this is becoming increasingly attractive to businesses. Certainly, if companies are not already enjoying the benefits of these advanced IVR solutions, they are considering it.

Despite the advanced speech recognition capabilities of these solutions, there are still some scenarios where IVR systems are forced to forward a call that could not be processed properly to human agents at specialized call centres. For instance, sometimes calls are made by customers whose mother tongue is not that of the country they live in which is a challenge for speech recognition.

The Ydilo Speech Assistant (YSA) solution can integrate with any of these advanced IVR systems to enhance and optimize speech recognition, including natural language, and improve the overall efficiency of the IVR solution itself. Customer satisfaction will increase, and with that, service acceptance of the IVR solution as a viable customer services channel.

Complex natural language interactions that IVR systems may find more difficult to interpret can be picked up intelligently by YSA and redirected to either the right place within the IVR system for it to respond correctly and satisfactorily, the right specialist contact centre or agent. This way the innovative YSA solution significantly increases the success rate with IVR systems.

In short, the YSA solution makes the most of advanced speech technologies and complements the IVR channel to increase the performance of the automated natural language customer self-service rendered. While many more call interactions can be additionally resolved this way, caller satisfaction is significantly boosted as is their perception of automated telephone self-service channels. Interestingly, the more complex services that have been so far managed directly by agents can now be feasibly automated by complementing advanced voice IVR with the Ydilo Speech Assistant. This also promises to further reduce the cost to serve callers effectively.

Not so long ago, Jerónimo Gómez Sarralde, Director of Contact Center Solutions at Ydilo, pointed out, "The YSA solution is the result of Ydilo's expertise in natural language recognition technologies, together with a profound understanding of the complexities that IVR systems contend with." He then added, "Of course, it was primarily designed with end users in mind, to help them transparently use advanced voice IVR systems comfortably and confidently by improving natural language recognition. Companies will notice that caller interactions are managed more successfully with far less intervention from a specialized human agent."

### **YDILLO ADVANCED VOICE SOLUTIONS, S.A.**



## **About YDILO AVS**

Ydilo is the leading company in solutions for Contact Centres and Managed Services through advanced voice recognition technologies in Europe. Ydilo supplies telecommunications operators and large corporations with universal multichannel solutions to manage client relations, business processes and extend the availability of their products/services through voice. These solutions have been internationally recognized on numerous occasions for their high level of quality and usability.

## **Contact**

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