

A woman with blonde hair in a bun, wearing a dark jacket, is seen in profile looking out a window while holding a smartphone. The background shows a bright, sunny outdoor scene.

US National Domestic Airline CASE STUDY

LUMENVOX REIMAGINES THE CALLER EXPERIENCE WITH SPEECH RECOGNITION AND TEXT-TO-SPEECH FOR CISCO VOICE PLATFORM

With state-of-the-art Automatic Speech Recognition and Text-to-Speech, LumenVox builds an effortless bilingual call flow for Pivot Technology Solutions' National Domestic Airline end user.

THE CHALLENGE

With an entirely outsourced contact center operation, the US Domestic Airline was facing a disconnect in customer service. Because customer service and reservations were being handled by a third party, customers couldn't easily access critical, real-time flight information. This resulted in low satisfaction.

Pivot Technology Solutions was seeking a partner to cost effectively address these issues so the airline could own the customer service application directly and outsource only the agents. Pivot and the airline wanted to make sure they had control over experience and satisfaction.

THE SOLUTION

Pivot Technology Solutions designed a system, from the ground up, utilizing components of the LumenVox Technology Stack, Automatic Speech Recognition and Text-to-Speech, to improve the caller experience. This also required migrating the IVR system from an older Avaya platform to a new Cisco Voice Platform (CVP), with calls now routed to 4-5 partners who act as agents.

The addition of LumenVox Automatic Speech Recognition and Text-to-Speech, enables airline customers to speak and receive dynamic information, such as specific airport/city names, number of bags and number of passengers.

END USER

US National Domestic Airline

INTEGRATION PARTNER

Pivot Technology Solutions

PLATFORM

Cisco

THE RESULTS

With the selection of LumenVox' Automatic Speech Recognition and Text-to-Speech, **Pivot Technology Solutions' IVR is now fast, efficient and encourages convenient self-service.** The new architecture enables bilingual call flows in English and Spanish, which improves the customer experience and reduces cost.

The key applications of the new system enable easy access to critical flight information, including new bookings and irregular operation notices. That means **the airline's customers can access relevant information within the IVR, often without the need for agent interaction.**

As greater reliance upon IVR increases with COVID-19, and the industry moves towards more conversational IVR builds, the ability to gain speech engine access without breaking the budget will become even more important. **LumenVox components are easily scalable, enabling greater capacity to handle large call volumes and more sophisticated, intelligent technology.**



IMPROVED CUSTOMER EXPERIENCE

LumenVox' voice technology enabled Pivot Technology Solutions to create an IVR solution that encourages convenience, self-service and direct call routing.



EASY INTEGRATION

Because LumenVox components are adaptable and easily integrated, Pivot Technology Solutions could choose and utilize existing investments and still improve overall performance.



IMMEDIATE SAVINGS

The LumenVox pricing model makes entry into speech much easier for Pivot Technology Solutions' Cisco clients.

“We have found LumenVox technically astute, possessing of streamlined business processes and a demonstrable customer first attitude.”

Jeff Brinckman, Director, Customer Experience Solutions, Pivot Technology Solutions

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