PolyAI

Let your customer lead the conversation

PolyAI helps enterprises be the best version of themselves in every customer call they take - by consistently delivering the best brand experience, achieving accurate resolution and uncovering data-driven business opportunities.

59% of contact centers don't have the capacity to handle their call volumes

Providing great and consistent customer service over the phone is hard. Call volumes are growing and it's difficult to find the staff to handle these volumes. Customers are faced with long waiting times and complex IVR menus, impacting CSAT, brand loyalty and ultimately your revenue.

That's why we build customer-led voice assistants - to deliver better customer experiences and give time back to your contact center.

What are customer-led voice assistants?

Our customer-led voice assistants automate phone calls by allowing customers to speak naturally and interact with us just as they would with a real agent. Our technology allows us to understand callers with varying dialects, across different languages and through noisy phone lines. Our voice assistants sound incredibly human, building trust with callers instead of just deflecting them.

Our voice assistants can handle as many as 90% of all inbound calls, reducing the burden on the contact center and empowering your agents to deal with those customers that truly need a human touch.

METRO BANK   WHITBREAD   GREENE KING BURY ST EDMUNDS   The Big Table   Starling Bank   GOLDEN NUGGET   Mohegan Sun

What we've achieved together with our customers

50%+
call reduction

The only voice assistant deployed in 14* languages

Global delivery company

$7.2M
revenue generation

Generated yearly from automated bookings

Landry's

4%
revenue increase

From taking 100% of missed calls

FTSE100 hospitality company

27%+
containment

With no back-end API integrations

British bank

85%
CSAT score

Across all guest conversations

Household name hotel chain

35%
increase in NPS

From elimination of wait and hold times

Life insurance company

Forbes   Gartner.

About PolyAI

Founded in 2017, PolyAI was born in the same Cambridge lab that once pioneered speech recognition. Together, we have published over 200 papers which have been cited over 10,000 times, and we've registered over a dozen patents.

PolyAI was named on the Forbes AI 50 2023, as well as by Gartner as a Cool Vendor for Conversational AI. To date, we've deployed voice assistants globally, across dozens of languages. The company has offices in London and New York.

*14 languages developed, can support 74

Get started with your PolyAI voice assistant

Scan the QR code or request a demo at
poly.ai/request-demo

poly.ai