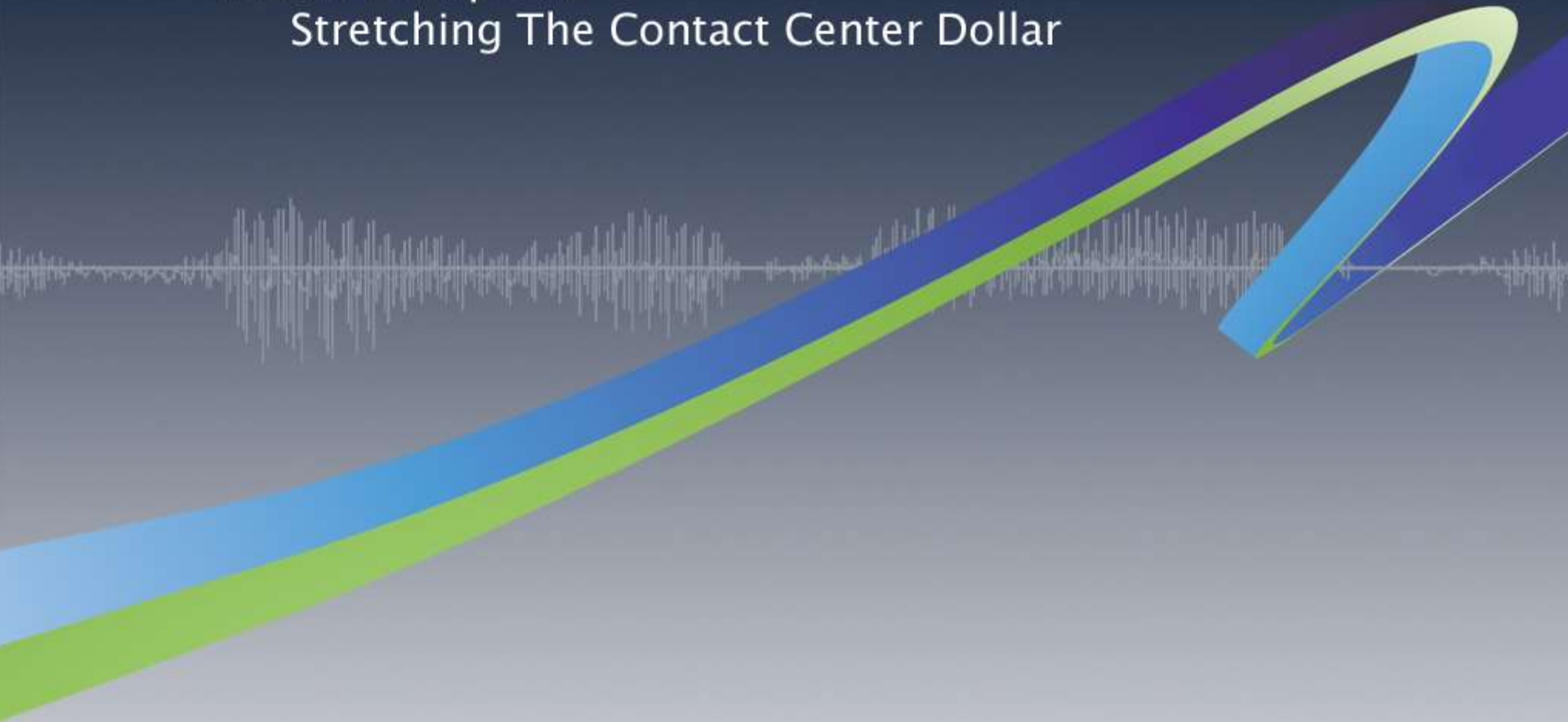


LumenVox
Speech Understood

The ROI of Speech Stretching The Contact Center Dollar

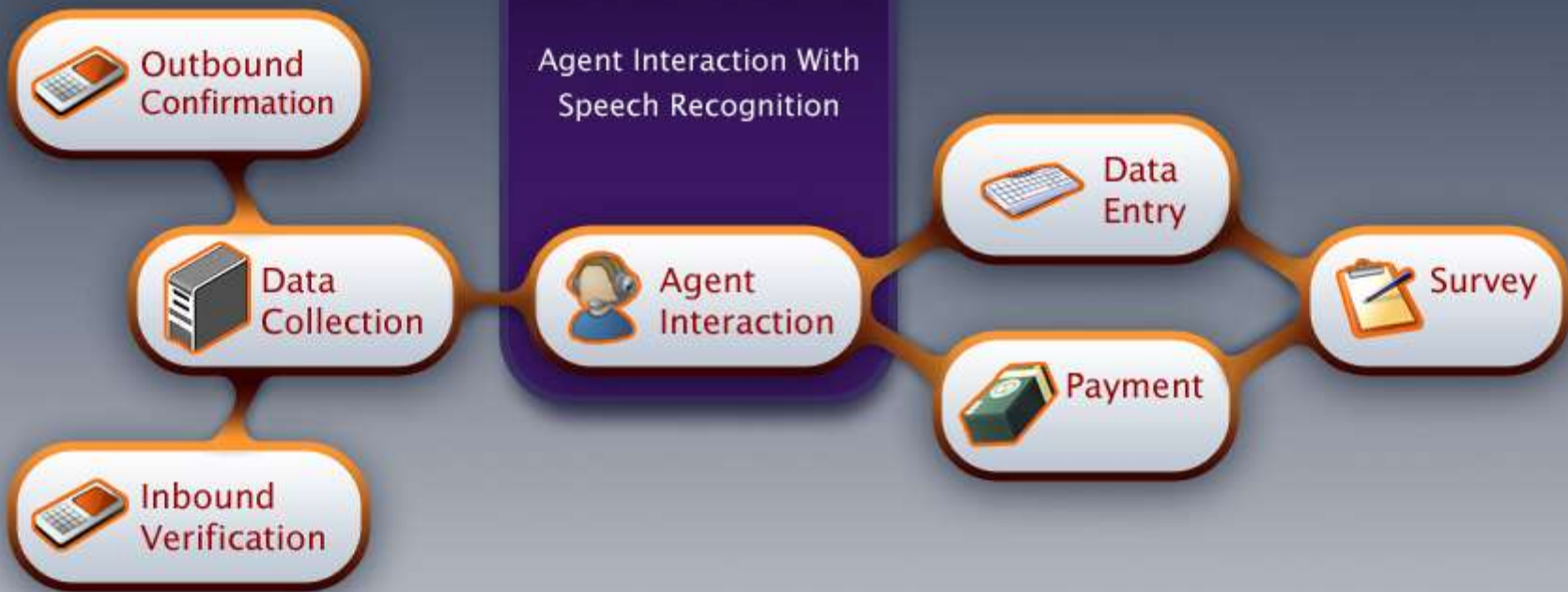


Presenting

Gerd Graumann,
Director Business Development

LumenVox,
Core Speech Technology Provider
HQ in San Diego since 2001

Agent Interaction Without Speech Recognition



Outbound



ID&V Identification and Verification | Inbound



Courtesy of Enterprise Integration Group

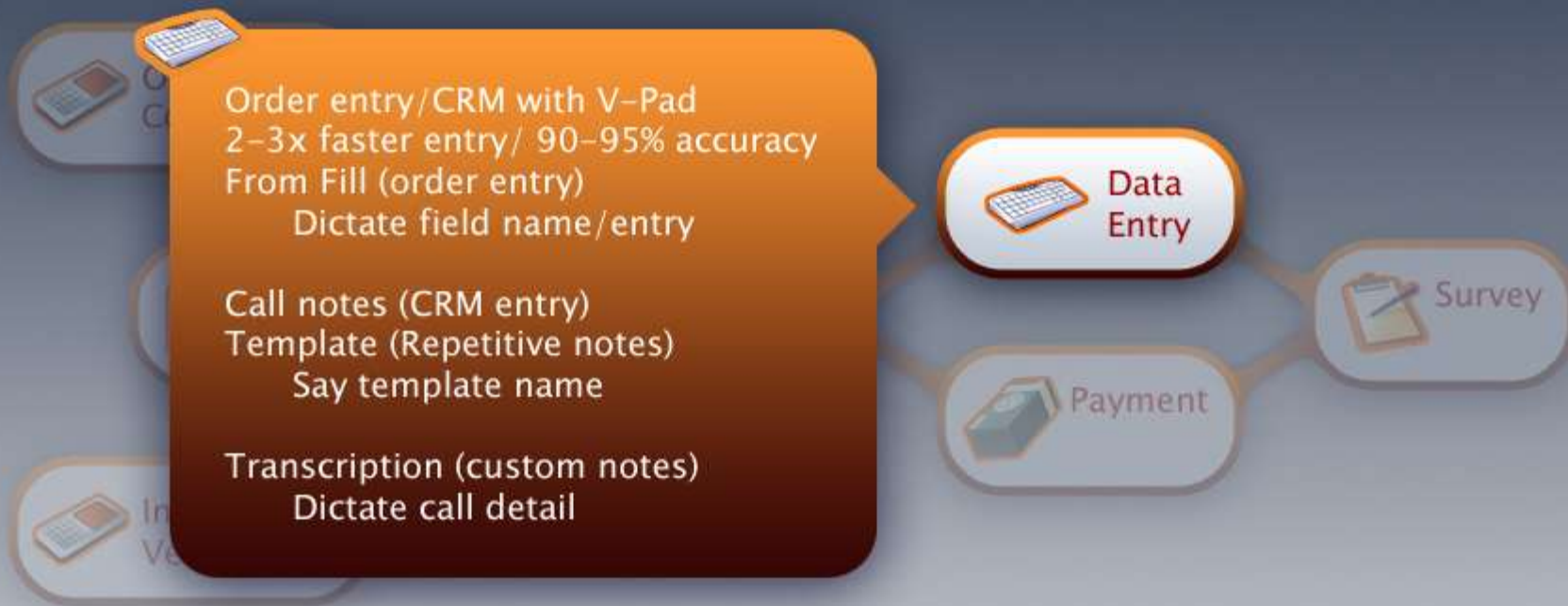
Data Collection



Payment



Data Entry



Courtesy of SandCherry

Survey



ROI of Speech



Average call handling cost:

Speech-IVR call \$0.10 per minute
Agent-assisted call (loaded) \$0.39 minute*

*Base Salary from "US Contact Center Operational Review"
by ContactBabel, 2007

Stretching the Contact Center Dollar



Agent Handling cost savings on any interaction that can be processed by a Speech-IVR:

75%

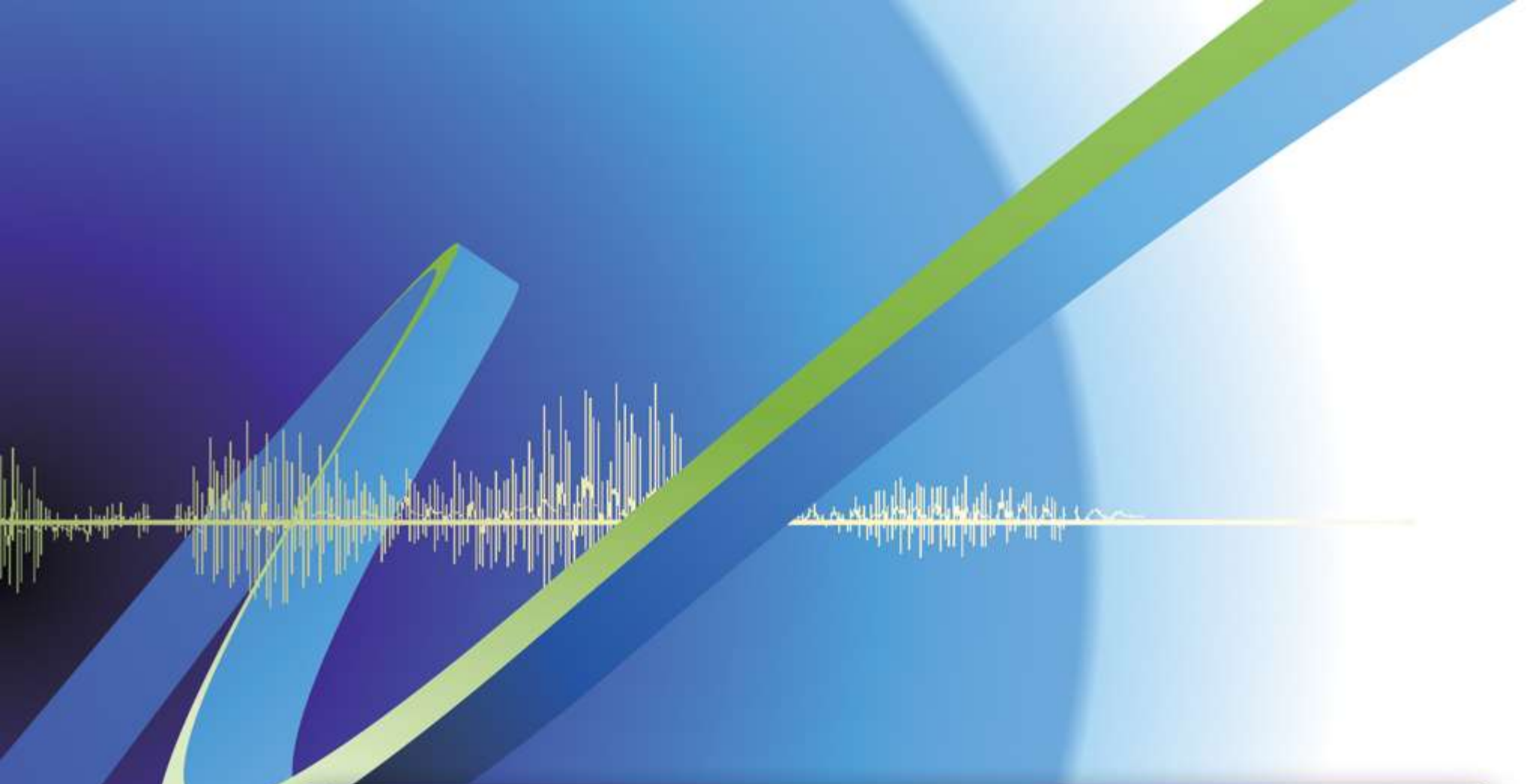
Additional ROI opportunity:

LumenVox Speech Engine cost vs. the competition:

Save 70% or up to \$1000 per speech port

Summery

- ROI of Speech
- 75% cost savings through process automation.
- Increased security /reduced fraud
- Increased record accuracy through dictation



Contact



Call our demo hotline!
+1-877-977-0707
and say "demo"



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