

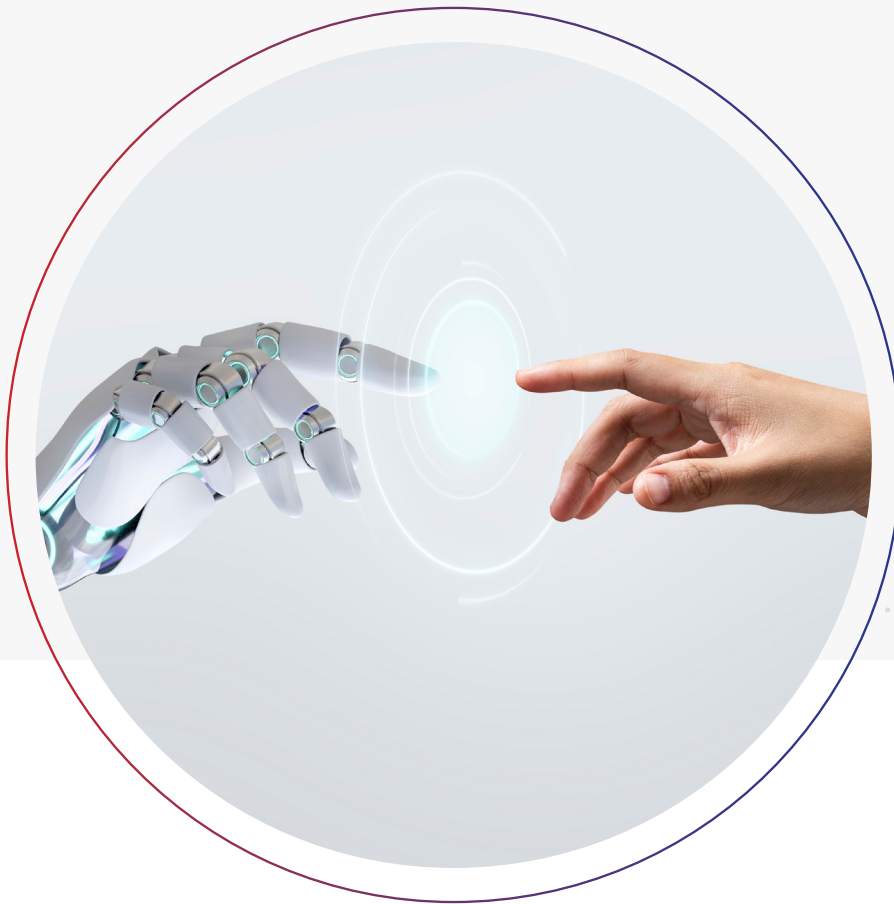


AI Agents

DELIVERING EXCEPTIONAL
CUSTOMER SERVICE, EVERY TIME.

calld.ai





**Deliver
exceptional
customer
service all day,
every day!**

Contact centres face constant challenges—fluctuating call volumes, staff shortages and rising demands for personalised service. Left unchecked, these issues can drive up costs and create an impact on customer relationships.

But, it doesn't have to be that way.

CallD.AI combines conversational AI with real-time context and proactive engagement to create interactions that are fast, accurate and natural. This advanced technology allows your organisation to deliver exceptional customer service with faster resolution times, 24/7. With dynamic scalability, **calld.ai** adjusts staffing levels in real-time, ensuring your contact centre is always prepared—whether handling sudden call surges or adapting to quieter periods.

This cutting-edge solution enables your team to perform at its best, even during peak times. CallD.AI not only maintains consistent service delivery but also reduces stress for your agents by providing them with the knowledge and support they need in high-pressure situations.

The result? A more effective and efficient contact centre operation.

In addition, calld.ai's advanced analytics provide actionable insights to continuously refine and enhance your service quality. By using **calld.ai**, your contact centre can transform challenges into opportunities, ensuring every interaction builds trust and loyalty with your customers.

Reimagining Customer Service Excellence

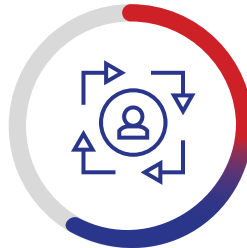
Solutions for Today's
Contact Centre
Challenges

THE CHALLENGE

61%

of contact centres struggle to manage unpredictable call volumes.

Source - CX Focus, 2022



Employee turnover rates average **60%** annually in high-pressure environments.

Source - Forbes, 2024

THE SOLUTION



AI-powered tools like PeakAssist and FlexShift dynamically adjust staffing levels based on real time demand to ensure you have enough staff.



Virtual agents enhance operational efficiency during peak times.

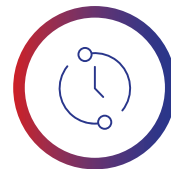
THE RESULTS



Reduction in call wait times as all calls can be answered within your service level goals.



Improvement in agent satisfaction by reducing stress during busy periods.



24/7 service availability without additional staffing costs.

INDUSTRIES



Finance

Managing customer enquiries with precision.



Healthcare

Providing reliable patient support during peak hours.



Retail

Handling seasonal surges with ease.



Telco

Simplifying support for diverse customer needs.

Next-Level Features for Smarter, More Efficient Contact Centres

CallD.AI Virtual Agents deliver advanced tools that address the most pressing challenges contact centres face. With its features, you can ensure that your customer experience does not suffer when unpredictable call surges or unexpected absences occur.



PeakAssist: Manage Peaks in Demand with Ease

PeakAssist seamlessly scales resources during peak periods, ensuring optimal coverage and readiness to handle unexpected surges with efficiency and reliability.



TaskRelay: Simplify Workload Management

TaskRelay automates routine queries, freeing up your agents to focus on the complex, high-value calls.



FlexShift: Service Continuity During Staffing Challenges

When unexpected absences or sick leave create workforce gaps, FlexShift steps in to help you maintain consistent service levels. With AI-powered virtual agents seamlessly filling the gaps, your team can stay on track without additional strain.



SurgeGuard: Be Ready for the Unexpected

Designed for emergencies and unexpected surges in demand, SurgeGuard enables the rapid deployment of AI-Powered virtual agents to efficiently manage sudden workload increases in a more cost effective way.



KnowledgeAssist: Empower your team with Instant Expertise

KnowledgeAssist uses your company's knowledge base, training materials and compliance information and gives your staff instant access to the resources they need to succeed.

Your team gains the confidence to handle queries effectively and provide outstanding service through interactive role-play training and instant access to quick answers for critical questions, all powered by KnowledgeAssist.

70%

of CEOs anticipate AI will increase competition and drive changes to business models and workforce skills. To thrive, organisations must not only keep pace but anticipate and lead these changes.

2024 PwC Annual Global CEO Survey



Key Benefits

Consistent Service Quality— Anytime, Every Time

Our AI-powered tools ensure your contact centre maintains exceptional service standards, even during peak periods or unexpected staffing shortages. With intelligent virtual agents, customers will receive prompt, accurate assistance 24/7, enhancing their overall experience.

Enhanced Employee Satisfaction

Automating routine queries allows agents to focus on the more meaningful, complex interactions, increasing job satisfaction and reducing burnout. Empowered agents are more engaged, productive and likely to remain with your organisation.

Scalable Solutions To Meet Every Demand

Our scaling solutions ensure your staffing levels adjust effortlessly to match demand whether ramping up during peak periods or scaling down during quieter times.

This approach keeps your team performing at its best, even during demand surges, so you can consistently meet your service quality goals.

Improved Customer Satisfaction

Reduced wait times and personalised interactions lead to happier customers. Our AI-driven tools enable quick resolution of enquiries and proactive engagement, fostering loyalty and positive word-of-mouth.

Why Choose Call Design and CallD.AI?

Your contact centre should be a place where every interaction leaves a lasting positive impression. **Call Design** and **CallD.AI** make this possible by turning challenges like peaks in call volumes and staffing shortages into opportunities to continue to offer exceptional service.

Together, we bring the perfect balance of human expertise and AI-driven innovation to create solutions that work seamlessly in real-time, ensuring every customer experience is your best yet.

By staying adaptive, efficient, and always customer-focused, we help you build stronger relationships, enhance operational performance and create a future where your contact centre thrives under any condition.

77%

of CX leaders say AI is crucial for personalisation, and **56%** of senior managers believe AI's ability to detect and respond to customer emotions in real-time will be a game-changer for customer service.



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