A Groundbreaking Alternative to Traditional Answering Machine Detection

Discover the Power of Call Progress Analysis (CPA)

LumenVox®

Today's customers expect prompt and professional communication on the products, services and issues that matter most to them. LumenVox's next-gen Call Progress Analysis (CPA) software with Voice Activity Detection (VAD) empowers businesses to successfully reach and engage these customers in real-time with relevant outbound messages. LumenVox CPA leverages the strength of the LumenVox speech recognition and tone-detection technology to accurately determine whether a human or machine has answered the call. The outbound messaging application is then informed what to do next – hand-off to a live agent or leave a personalized voicemail.

When LumenVox CPA Detects a Human

The outbound messaging application decides what to do if a human answers the call. It can play the message at the beginning of the call, send the customer to an agent, or drop the call into an Interactive Voice Response (IVR) system.

Reduce Agent Handle Time (AHT)

Did you know that approximately 65 percent of outbound contact center calls are unproductive? Unproductive calls consist of:

- Answered calls that ended immediately
- Unanswered and missed calls
- Answered calls by an automated system

The other 35 percent of calls can also consume a significant amount of an agent's precious time if they wait on the line from the moment a call is placed until the call is answered by a human. This time – while it seems insignificant – adds up and could be spent on higher value activity.

LumenVox CPA helps contact centers and their experienced agents be more efficient by empowering valuable and important conversations with live customers.

Meet Regulatory Compliance Standards

Call abandonment regulations prohibit agents from "abandoning" more than 3 percent of all live calls each day. In addition, agents must disconnect within five seconds after the other party has disconnected. Because LumenVox CPA recognizes whether a human being or machine has answered the phone, agents can ensure that they are consistently meeting compliance standards.

Optimize Outbound Communication

LumenVox CPA uses VAD technology and machine learning to distinguish between speech and background noise. Other systems guess, but our technology determines and informs. Agents will understand the most effective and efficient manner to handle each call with LumenVox.

Simplify Development by Industry Standards

LumenVox CPA supports the Media Resource Control Protocol (MRCP) versions 1 or 2 or can be used via a C/C++ direct API (Application Programming Interfaces). It is compatible with VXML (Voice Extensible Markup Language) and CCXML (Call Control Extensible Markup Language) -- platforms that support MRCP. LumenVox CPA can also run on any modern Windows release or Linux Red Hat/CentOS 6 & 7.

When LumenVox CPA Detects a Human

With a combination of our tone-based and voice activity detection, LumenVox CPA knows when a perfectly crafted, end-pointed message should restart at the beginning or if a custom voicemail message should play.

Reduce Customer Frustration

If an outbound calling system must leave a message on a voicemail, it needs to determine the precise timing to start the message delivery. If the system waits too long, listeners checking voicemail will lose patience, or the message could get cut off. If the message does not wait long enough, a listener may hear the voicemail start mid-sentence, and vital information might be left out. CPA analyzes each machine recording and determines the optimal time to relay the full message.

Streamline Event Based Calls

Unsuccessful deliveries or missed appointments cost businesses money. CPA provides the technology to enable companies to build a successful outbound messaging solution. It leverages an automated system to inform customers and either guide them via an IVR or transfer them to an agent. When a human cannot be reached, the application follows through by leaving a message, making additional calls, and/or sending text messages.

Better Engage Your Customers

According to a global survey, over 60 percent of consumers want to receive notifications for time-sensitive events such as upcoming appointments, sales, promotions, and billing notifications.[1] LumenVox CPA enables proactive engagement on a personal level, with accurate outbound phone messaging.

https://pages.twilio.com/rs/294-TKB-300/images/twilio-blueprint-mobile-notifications.pdf

Power an Impressive outbound messaging strategy

LumenVox Benefits:

- Raises successful delivery of voicemail or agent contact with end users from 80 percent to nearly 100 percent

- Provides a range of flexibility. Can be tailored to behavior based on the application, or per call, and work with several default profiles across the operation

- Advanced automated dialer with call screening capabilities

- Harnesses Voice-Activity Detection (VAD) algorithms and signal processing technology

- AI-powered technology interprets and distinguishes background noise from human voice

- Maintains regulatory restriction compliance while benefiting from predictive dialing

- Adheres to industry standards

The message sounds more professional and personalized because it starts precisely where it should.

LumenVox CPA is compatible with most voice platforms and PBX systems, and fully supports the standards-based Media Resource Control Protocol (MRCP). Since MRCP is supported by almost every major voice platform, integrating the LumenVox Call Progress Analysis software into any application is extremely simple.

Want to be more relevant and attentive to customers?

Request a demo of LumenVox Call Progress Analysis.

Speak to an expert

About LumenVox

LumenVox transforms customer communication. Our flexible and cost-effective technology enables you to create effortless, secure self-service and customer-agent interactions. We provide a complete suite of speech and authentication technology to make customer relations faster, stronger, and safer than ever before. And we do it all by putting you and your customers first.

Contact

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