



# Attendance confirmation

Vee provides a reliable schedule

What makes vee special is precise understanding of business and needs of its customers. Those features combined with provision of natural communication to interlocutors, often makes vee's efficiency **higher than that achieved by the contact center.**



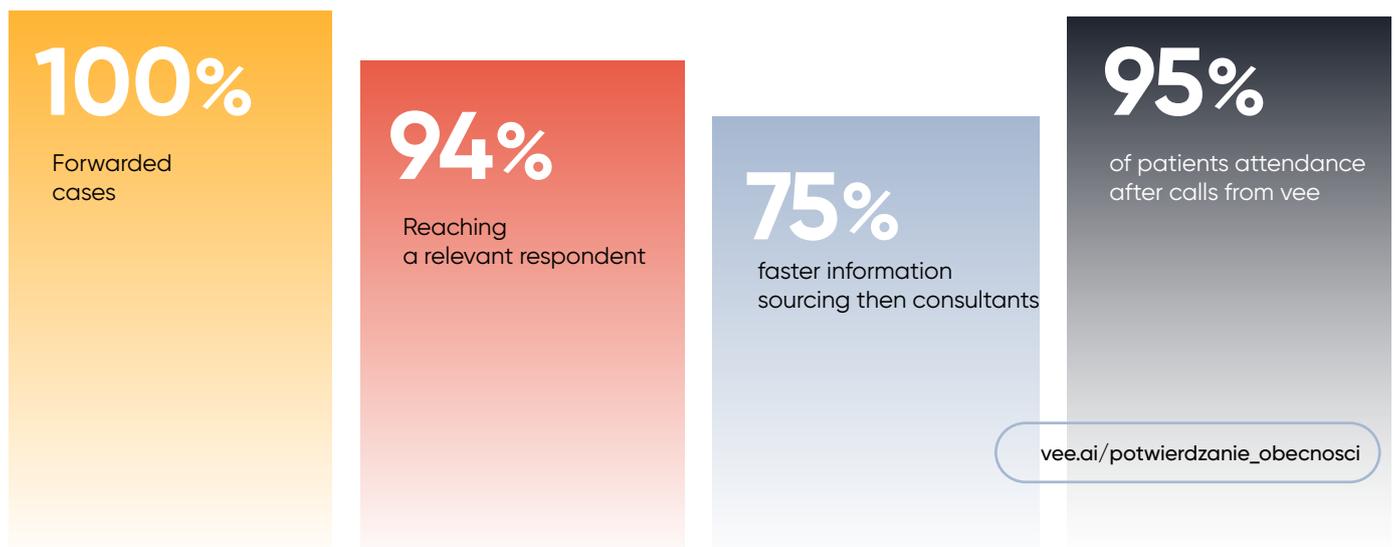
Efficient confirmation of scheduled visit dates makes it possible to not only limit the costs resulting from absence, but also fill in the vacancy as soon as possible. Thanks to the multi-stage attendance confirmation process offered by vee, vital information is processed more than 250% more efficiently than via text message channels.



**\$0.99**

This is the price for which vee will comprehensively fulfil the task entrusted by you, ensuring proper infrastructure, monitoring, process development and our support.

## Effectiveness at every step of the process



# How vee talks

## 02

📞 ...on Thursday, July 2nd, at 2:15 PM, you will be able to attend a free mammographic exam. Is the time all right?

👤 *I would prefer an earlier date, before noon.*

📞 Our mammobus will also be available on Thursday, July 2nd at 11:05 AM. Does this time suit you?

👤 *Yes, yes, yes, July 2nd.*

## 04

📞 Thank you for the confirmation. Let me remind you that you should come to the exam 20 minutes in advance. Do you have any questions?

👤 *Yes, I think I should fast for a couple of hours, right?*

📞 You should not eat any meals 5 hours before the exam. You should also drink at least half a liter of water within 6 hours before the exam.

## 01

📞 ...please tell me, whether you would be able to attend your mammographic exam on July 13th at 11:00 AM.

👤 *I might be on holiday then.*

📞 I see, but I suggest that we arrange a breast exam, so that you didn't miss this opportunity. Would Wednesday, July 20th, at 1:00 PM suit you?

👤 *Yes*

📞 Thank you. You are registered for the exam...

## 03

📞 ...and if you did not give us your referral, please take it with you. Do you have any questions?

👤 *Erm, I just want to say that I'm claustrophobic and I'm really scared of this exam.*

📞 There is no need to worry, CAT scan is painless and causes no discomfort.

## 05

📞 ...please tell me, whether you would be able to attend the exam on Monday, July 7th, at 10:25 AM?

👤 *We can arrange it, but, like I said, you will need to contact me once again.*

📞 Thank you. You are registered for attendance. We will remind you about the upcoming visit a few days in advance.

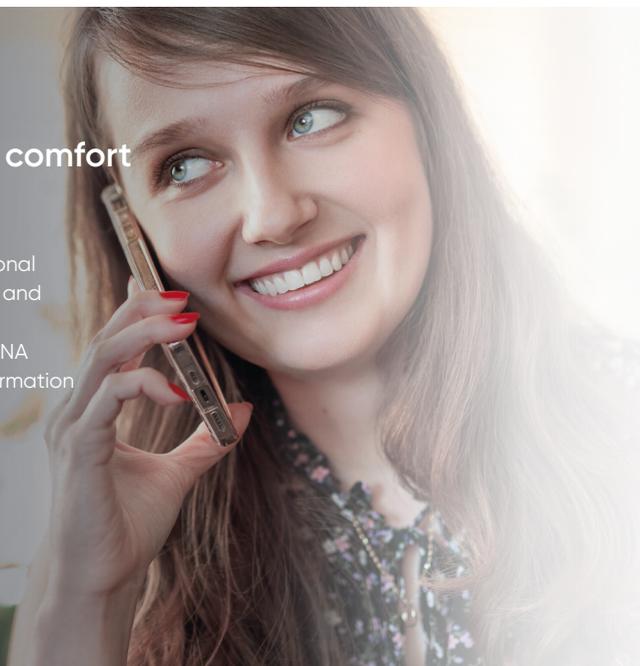


## Care for conversation comfort

### vee:

- ✓ ensures competent and professional service, with no need for training and supervision
- ✓ has kindness embedded in her DNA
- ✓ provides clear and accurate information ensures readiness
- ✓ to work 24/7/365
- ✓ has a smile which can be heard
- ✓ over the phone

### ↘ Listen to vee



## Quality dedicated to institutions

- 01 **medical institutions**
- 02 **car showrooms and garages**
- 03 **wellness and beauty parlors**
- 04 **hotels**
- 05 **energy and gas suppliers**
- 06 **internet providers**
- 07 **cable TV providers etc.**



## Complex understanding of interlocutor's intentions

98% of vee's interlocutors are unaware that the kind and friendly-sounding voice they hear on the phone does not belong to a human being. vee is designed to provide interlocutors with maximum phone call comfort. It does not expect commands. It analyzes multi-faceted utterances, aware of the fact that natural language is not a literature.



## Synergy of competences with CC

Vee is 100% self-guided in confirmation of attendance on a scheduled date. Consultant's involvement is required if it is necessary to provide more detailed information or – currently – comprehensively reschedule a visit. As a result, consultants can focus on processing incoming calls, improving the satisfaction of people attempting to contact the hotline.



## High security standards

Implementation of processes in accordance with ISO 27001 is confirmed by the certificate, as well as by the results of audits conducted on a regular basis by our customers from the financial and medical sector. Security of our and our customers' data is a priority for us, therefore we keep raising the standards of our security features, and test them regularly.



## Low cost, clear rates

Service payment plan is clear and predictable – Vee's charges fee per each record directed for processing, and its value takes account of repeated contact with a patient – in pre-determined intervals. The goal is to provide precise information on the attendance. In the schedule confirmation process, Vee achieves an RPC ratio from 90% to 94%. Such an efficiency achieved by Vee is, on average, 55% cheaper than consultant's work.



## Clear analysis of results

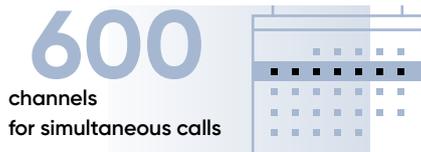
We set a high standard of effectiveness for vee, and her KPIs are defined in the same way as for CC. As a result, clients can compare service effectiveness objectively and gain trust that vee helps them accomplish a business goal each time. Our customers may track the service effectiveness via a console, where they observe a real-time process results, identified by clear call outcome statuses.



## Unlimited scale of service

Vee currently has 600 channels for simultaneous calls, and the number increases successively.

Thanks to an opportunity to implement processes on such a scale, vee needs no more than 3 hours to confirm all visits arranged on a given date, making up to 5 attempted calls.



Attendance confirmation

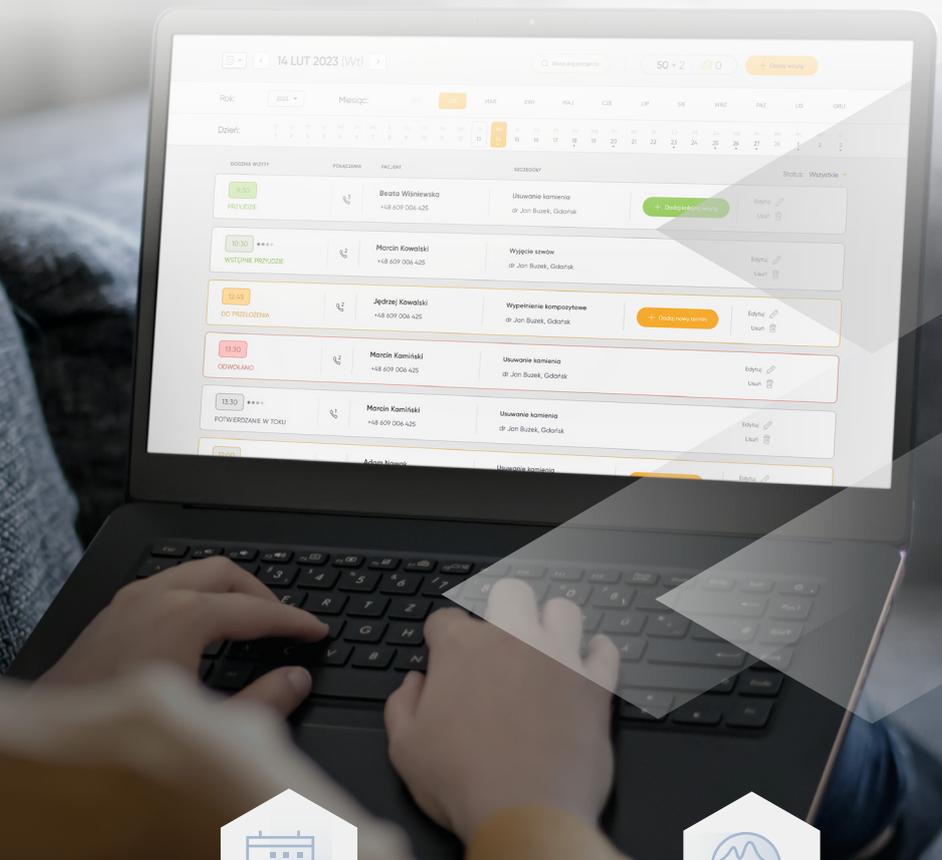


## Process adaptation to business needs

Each visit which has not been cancelled on time means serious cost and a lost opportunity to fill in a vacancy. People failing to turn up or booking several dates at the same time block the queues for others waiting for a visit. This process significantly reduces satisfaction with the service and loyalty towards the company.

Complementary modules for the process

- 1 **Informing**  
about specialist's absence
- 2 **Proposing**  
re-scheduling
- 3 **Arranging**  
a new date, convenient for the interlocutor



### Addressing circumstances beyond the process

Every conversation with vee takes account of situations not related to the process, occurring naturally in real-life communication, among others:

- request for calling on a different date
- indicating a different contact person
- request for repetition of utterance
- questions about data security
- penguins' love life :)



### RPC maximization

Despite high motivation of interlocutors, the attendance confirmation process requires taking account of a specific feature of outbound campaigns, i.e. an unexpected call, often at an inconvenient time. Kind voice, valuable content and speed of conversation clearly suggest that the call will be short, pleasant and to the point. Thanks to these advantages and the schedule tailored for the process (and the respondent's individual behaviors), vee achieves an RPC rate at 94%.



### Current call supervision

Constant monitoring, verifying every call made by vee, not only confirms that the service works as assumed, but also makes us aware of interlocutors' expectations and change in their behaviours. As a result, we adapt the service provision method to requirements and expectations of vee's respondents.



## Secure data exchange

Thanks to the application of all popular API protocols, vee flexibly adjusts to the client's data exchange systems. We also support data exchange based on flat files, at the same time catering to maximum security of exchanged information.



## Tailored telco infrastructure

If it is necessary to integrate vee with the client's telco infrastructure, the process is fast and easy. SIP Trunk connection makes it possible to limit the involvement of our clients' IT teams, and, at the same time, to maintain low costs of record processing.



## Call recording

It is important to our clients to know how the calls made by vee went. Therefore, vee's console contains a detailed record of all calls made as part of the assumed process. The recorded calls (along with their transcription) and history of contact details guarantees safety, making it possible to retrieve necessary information as needed.



## Continuous optimization included in the price of record

Service process is never static, that is why we pay so much attention to vee's development. As a result, calls made by vee are adapting not only to respondents' behaviors, but also to the ever-changing business environment.



## Process experience

Thanks to hundreds of thousands of calls made in order to confirm the visit dates, vee knows precisely how people behave when asked about the likelihood of their attendance. She also knows how to adapt to them and so, she understands her interlocutors in 99%.



## Callback processing

A respondent might not answer the phone at all times. vee, however, will answer any callback and implement the service process as comprehensively, as in the case of an outgoing call.



## High-volume service

Currently, vee is reducing the no-show rate in more than 30 medical institutions – mainly at costly exams. Repeated contact with patients makes it possible to provide a customer with as reliable information as possible, as regards their attendance. It provides time to fill in the vacancies in the schedule, as well as save consultants time devoted to answering standard questions.



## Ready to go

Cost of vee's configuration is, on average, PLN 5k. To prepare vee to work in your company, you need no more than 3 business days from the moment of signing an agreement. After that period, vee will be ready to serve your customers.



## Automatic periodic reports

Using a console provided as part of the vee service, clients may not only track campaign's progress in real time, but also generate a complex analytical report, enabling a broad-context assessment of vee's effectiveness.



## Contact

### Vee Center

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Here are some of the partners  
whom vee supported in  
telephone customer service:

