

Confirmation of interest

vee is a leap forward in the sales scale



vee is more than just technology – it stands for understanding of business, knowledge of behaviors and efficient service



Implementation of vee in the financial sector (including banking, insurance and online payment operators), enabled to increase sales by as much as 30%, with a 50% rise in sales margin. In appreciation of effectiveness of the process, more and more customer databases – potential recipients of products and services – are directed to vee.



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

For the option of confirmation of interest of a particular offer:

100%

Forwarded cases

94%

Reaching a relevant respondent

75%

Sourcing key business information

95%

Operational margin

How vee talks

01

📞 Hello. I'm calling you on behalf of the Insurer. I would like to propose a brief talk with our Consultant, since your policy for Citroen C5 car will soon expire. Can I redirect the call now?

👤 *I've just talked to a different Insurer, so no, thank you.*

02

📞 ... I would like to propose a conversation with our specialist, who will compare, for you, offers of a dozen or so insurance companies and propose the most beneficial policy for your Hyundai Tuscon car. Can I redirect the call?

👤 *No, thank you.*

📞 Could you please tell me why you are not interested?

👤 *I've already got an agent.*

📞 I see, in that case, since you already have an agent, I will not encourage you to choose a new one. However, I suggest that we verify the offer quickly and see which one is the best this year...

📞 I see, however, our offer covers a few dozen insurance companies, so maybe you could talk to the Consultant for a while and find out which offer is the most beneficial this year. Can I redirect you to the Insurer's Consultant right now?

👤 *All right...*

03

📞 ...can I now redirect you to our specialist, who will present the most beneficial insurance offer?

👤 *Check this out, [insurer's name] has this awesome robot! Dude, you wouldn't guess it's a robot!*

📞 Indeed, I'm an intelligent consultant supporting the consultants of [insurer's name] in telephone customer service. Can I redirect your call?

👤 *Yes*

📞 Thank you, you will talk to our specialist shortly. Please do not hang up.

04

📞 ...Could I redirect you now to the consultant, who will briefly present the details of a cash loan offer prepared for you?

👤 *Wait a minute. First of all, I don't speak Polish so well. Secondly, I'm not Polish, I'm Ukrainian and I have a residence card, so is there any option available to me at all?*

📞 I understand your situation. Why don't we check what the bank might decide? Can I redirect the call?

👤 *All right then.*

05

📞 ...Could I redirect you now to the consultant, who will briefly present the details of a cash loan offer?

👤 *I mean, I have a record in BIK [Loan Information Database], so you probably won't grant me a loan.*

📞 Therefore, I'm convinced you should talk to the consultant, who will check whether you are able to contract a loan.

👤 *Yes, please...*

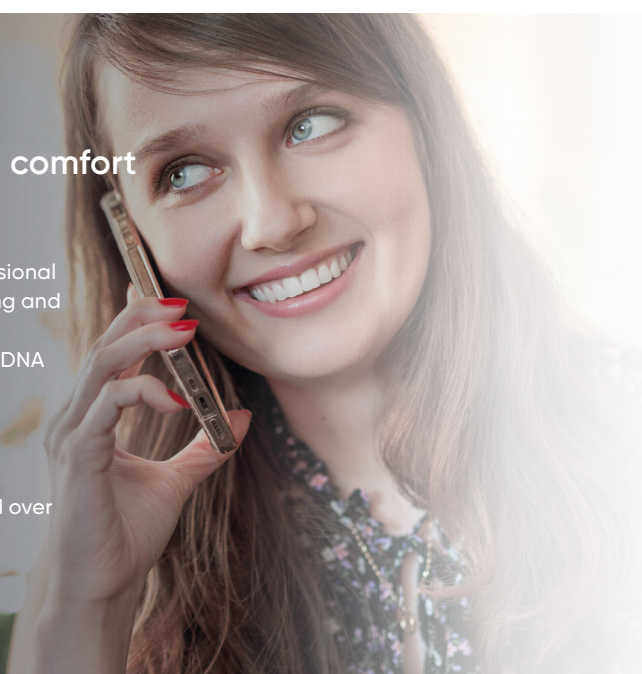


Care for conversation comfort

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 banks
- 02 loan companies
- 03 insurance companies
- 04 telephone operators
- 05 energy, gas suppliers, etc.



Synergy of competences with CC

Smart automation of sales processes support means perfect synergy between vee and the customer's sales team. After vee verifies interest in the offer, an interlocutor is forwarded to the salesman who, knowing the details of the prepared offer, is able to present it to the interlocutor. This fosters not only sales potential, but also work comfort of consultants, by diminishing the monotony of attempts at reaching interested recipients.



Low cost, clear rates

Payments for services are settled in a clear and predictable manner. vee charges fee per record directed for processing, and its cost takes into account up to 10 call attempts to ensure highest chance of establishing contact. Depending on the process, the RPC rate is from 38% to 82%. Achieving such effectiveness with the help of vee is, on average, 55% cheaper than using traditional methods.



Unlimited scale of service

In order to inform our clients as fast as possible about the result of a conversation with a person potentially interested in a conversation with a salesman, we are currently utilizing 280 out of 600 available channels providing simultaneity of phone calls, steadily scaling up that number to fit our growing needs. The scale of all pre-sale processes implemented by vee

is comparable to a 90-person call center, providing that in order to launch pre-sale campaigns, our customers would have to provide workplaces for 52 consultants. vee only needs 6 hours of continuous work to process 20k cases a day.



Confirmation of interest



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.



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.



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.

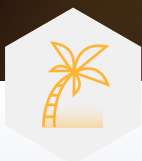


Process adaptation to business needs

Lead warm up significantly increases the sale potential – especially if it does not require expanding a sales team. Thanks to automation of this process, specialists can focus on effective sales, instead on attempting to reach potential customers.

Process variants

- 1 **verification and confirmation of interest in a particular offer**
vee contacts people that demonstrated interest in a client's offer or who are present in the client's customer database and conducts a brief conversation to preliminarily check whether the respondent is interested in talking to a salesman.
 - 2 **encouraging to use a service or buy a product again**
people who used the client's offer before, are called by vee at an appropriate time, for the purpose of verifying whether they are willing to use a service or a product again.
 - 3 **resumption of abandoned purchases**
on behalf of the client, vee calls people who aborted the purchasing process at the stage of filling out the form or during order placement, and offers consultant's help in finalizing the purchasing process.
 - 4 **additional sales of correlated products or services**
vee presents people who bought a product or used the client's offer with other products that may interest them.
- All warmed up leads may be transferred to the sales department immediately.



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

Effective and efficient service is more than just conversation.

It also includes a schedule of attempted calls, which, taking account of individual behaviors of interlocutors, will adapt calling hours and proper intervals between successive attempts, in order to reach the right person and, after a brief conversation, encourage them to talk to a sales specialist.



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 millions of calls made to confirm interest in a product or a service, vee knows perfectly which conversation technique is the most effective when talking to potential recipients of an offer. She also knows how to adapt to them, thanks to which 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

As part of the process of interest verification and confirmation, vee processes more than 400k records per month, achieving as much as 26% higher efficiency than CC consultants.



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

ul. Grzybowska 87
00-844 Warszawa

+48 583 558 300
office@vee.ai



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

