

## Benefits

- Reduction in operational cost per customer contact
- No call queuing
- Agent focus on high value core business
- Outsourced service for high volume, low quality activity

## Speech Recognition



## Confero Data Capture Solutions

- *Brochure Request Service*
- *Nearest Dealer Locator Service*
- *Order line*

### Talking Sense...

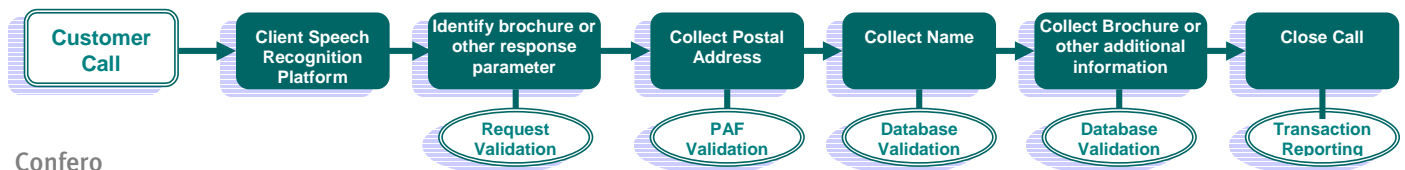
Countless call centre minutes are tied up capturing or transcribing standard, repetitive information from callers. Campaign response may require little more than a customer's name and address, relevant media code and perhaps one or two additional product or service related details.

### Confero Solution...

Using the latest in speech recognition technology, high volume, low value, commoditised customer activity can now be channelled more appropriately. Confero's solution allows businesses to deploy self-service applications to positively improve customer service and cut operational costs with minimum investment.

Confero's speech recognition solution is ideal for companies who need to reduce the cost of large volume customer requests, while maintaining a high standard of customer service and experience.

### Speech Recognition Solution...



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### Success Stories...

The BBC, Littlewoods Betdirect, Hemscott, Tote and Morgan Cole, one of the UK's top tier law firms are just some of the clients who enjoy great success using the speech recognition platform at the heart of Confero's data capture solution.