



# AirCare

*The Voice Powered Customer Care Engine*

## The Bayesian Conspiracy

**Aditya Agarwal**

**Arpit Tarang Saxena**

**Soumyadeep Mukherjee**

**Vivek Aithal**

# Dream

— — —

- Eliminate the IVR system used in most customer care services to narrow down the issue
- Transform the current IVR-esque UX where the user has to pick from predefined options to a free-form flat query UX.
- Leverage the power of Amazon Alexa, not just over the Echo device, but over VOIP and normal voice calls to truly build a solution that can scale and create impact
- Inject intelligence into an ongoing call to predict the sentiment of the caller - so as to measure, train and help CC executives.

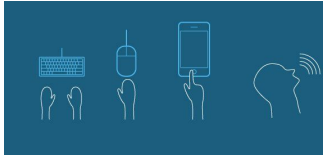
# Why is this important?

— — —

- IVR is a cruel game.
- We believe that the future of UI/UX is where all features are abstracted away from the end user. The query will be flat and free-form.
- With about 1 million calls per day, automating away simple queries (~60-70%) will tremendously lower costs and allow CC executives to deal effectively with complex queries
- The solution can scale only when it can be truly device agnostic - Phone call - a service for the next billion
- Real time sentiment analysis can be used to train, measure CC effectiveness and help them deal with customers better.

# What is AirCare?

---



Conversational UI Logic

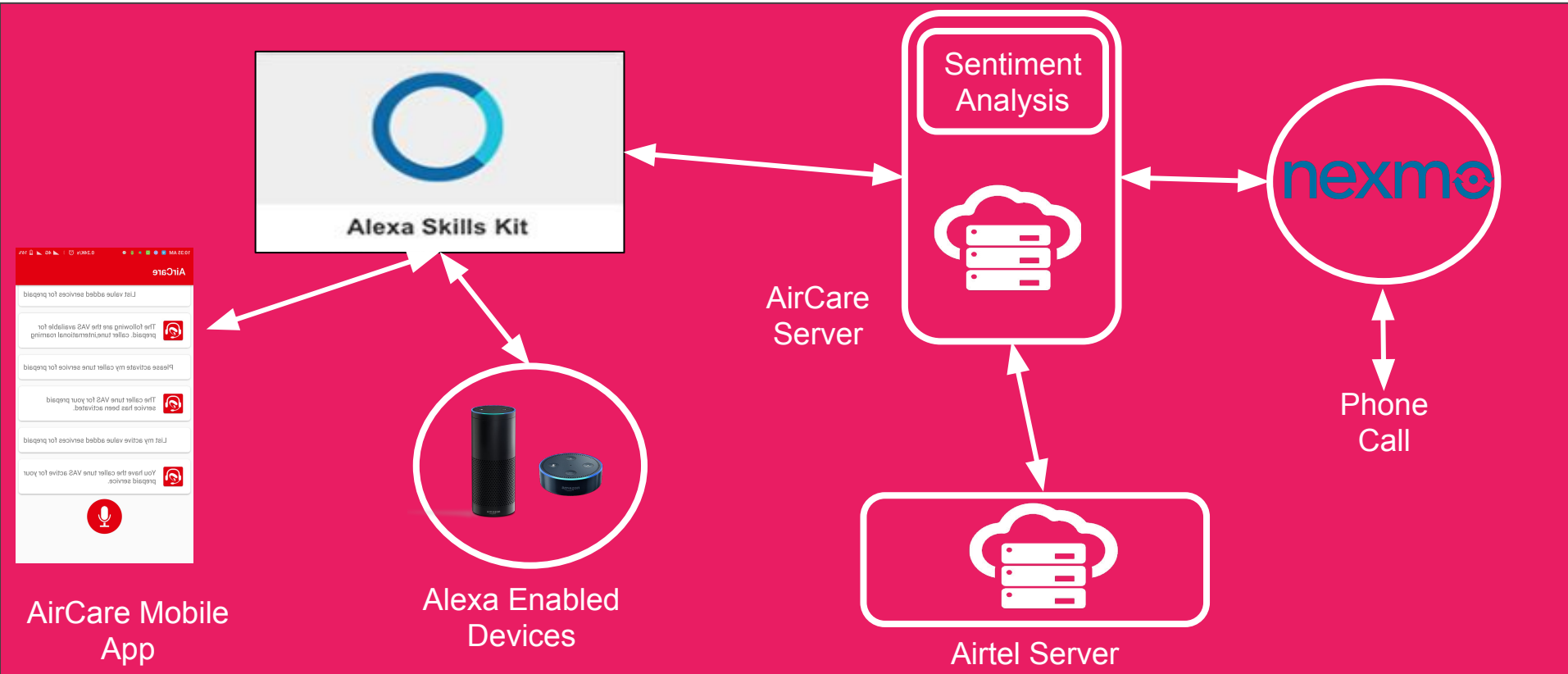


Omnipresent



Customer Care

# What's the Tech Behind It



# Future Work

---

- Multiple Language Support
- Integrate sentiment analysis into CC workflow
- Automated learning of failed states