AI Intent Routing for Contact Center
UseAItorouteinboundcallsbasedonthe customer's spoken input

AI Intent Routing enables callers to describe their reason for calling in their own words—no more navigating a maze of phone menus or pressing buttons to find the right option. Using built-in natural language understanding, the system recognizes each caller's intent and automatically routes them to the right place, eliminating rigid phone trees and frustrating repeats like "Press 1 for Sales, then "Press 1 again for new sales." The result is intelligent, fast call routing that connects every customer to the right destination on the first try.

SMART ROUTING IN REAL TIME
Let callers speak naturally. Let AI handle the rest.

• **Capture intent mid-call:** Customers describe their needs in their own words (e.g., "I need to reset my password"), and the system identifies what they're asking for.

• **Languages Supported:** English (U.S. & UK), French, Spanish, Dutch, German, and Italian.

• **Define intents that work for your business and customers:** Create labeled intents such as "Billing" or "Tech Support," and assign common sample phrases to match caller input.

• **Fallback logic included:** When confidence is low, the call follows a backup route (e.g., general queue or live agent). Confidence levels can be determined in the IVR flows.

• **Context passed to agents:** Caller's spoken request and the top five matched intents are shared with agents before they even answer—reducing friction and resolution time.

HOW EACH USER BENEFITS FROM AI INTENT ROUTING

For Callers
- No more guessing which option to press
- Speak naturally, be understood instantly
- Get to the right team the first time

For Agents
- See caller intent before picking up
- Start with context, resolve faster
- Fewer transfers, smoother experience

For Admins & Managers
- Simplify IVR management
- Empower managers with no-code control to instantly define and deploy AI routing logic
- Easily adjust confidence levels to improve routing

WHAT'S THE ROI?

Avoid just a few misrouted calls each day, and the time savings add up:

$+\quad 1$ Misrouted call per day eliminated

$+\sim\ 3$ Minutes potentially saved per call

$\times\ 20$ Business days

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$=\sim$ **1Hour saved per agent/month**

By accurately routing inquiries, AI Intent Routing allows your agents to serve more customers, take on new tasks, and focus on higher-value interactions.

QUESTIONS? CONTACT US TODAY!

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