

# How to beat your competition

8 Slides that will move your companies performance needle



# IVR and Chatbots Downgraded to Legacy solutions

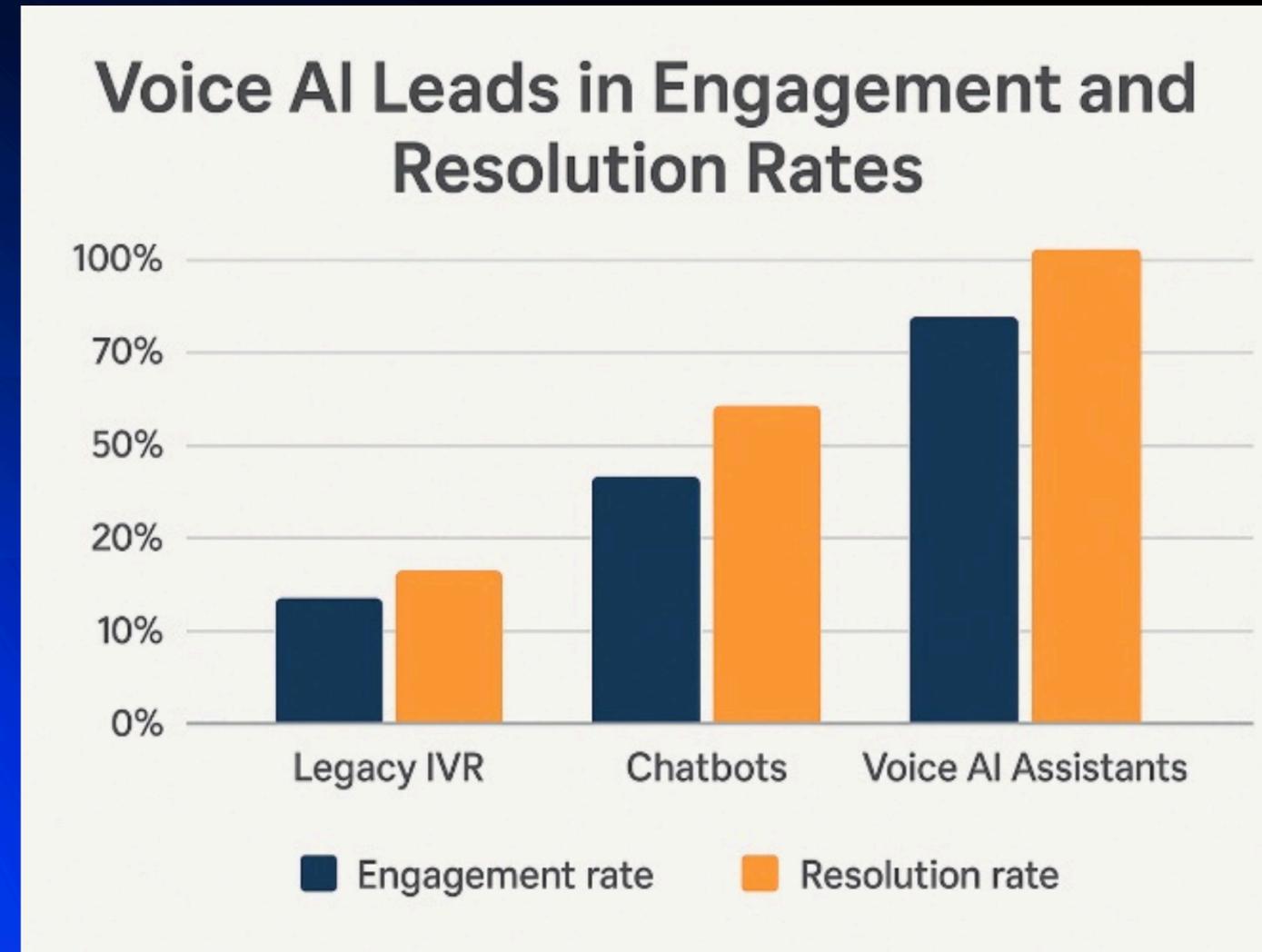
Why your Operations director would love

## Speech To Speech AI performance

**5 X better customer engagement rates**

**6 x better resolution rates**

# IVR and Chatbots Downgraded to Legacy solutions



# Voice AI (speech to speech) : The Benefits in numbers

	Legacy IVR	Legacy Chatbots	Voice Agents*
<b>Call Containment</b> No human intervention	10 - 30%	20 - 40%	50 - 80%
<b>First Contact Resolution</b> Resolved first time	20 - 40%	30 - 50%	80 - 85%
<b>Customer Engagement</b> High 80%+	Low (OTMF Fatigue)	Medium (Text Fatigue)	High (Natural Voice)
<b>CSAT Uplift vs Average Handle Time</b> Want the best Customer Satisfaction?	Long (2x Human Time)	+2 - 8%	High (Natural ....)
<b>Live Human Agent Escalations</b> Want to lower your cost or gain efficiency?	Long (2x Human Time)	Medium	<30%
<b>Customer Reaction</b> Find a better supplier / staying at the moment / delighted	Find a better supplier	Staying at the moment	Delighted

Key

\*Speech to Speech NOT Speech to Text Voice AI



# Speech to Text AI Downgraded to Legacy solution

Why your Operations director would love

## Speech to Speech AI performance

**6 X Faster**

**Easy to Integrate**

# 10 Key developments That make all the difference

## Technical Comparison: Speech-to-Text vs Speech-to-Speech AI

Capability	Speech-to-Text AI	Speech-to-Speech AI
Pipeline Architecture	Multi-stage (STT → NLU → TTS)	Unified end-to-end model
Latency	1–3 seconds	<500ms
Naturalness of Interaction	Slightly robotic	Human-like, fluid
Interruptibility / Turn-taking	Limited	Real-time barge-in
Emotional Expression	Basic prosody	Expressive tone & pacing
Context Carryover	Needs manual handling	Built-in conversational memory
Noise Robustness	Varies by ASR model	Joint acoustic + semantic processing
Multilingual Support	Language-specific models	Unified multilingual handling
Integration Complexity	High	Low (single model)
Best Use Cases	Transcription, IVR	Conversational agents, live support

# CEO AI Roadmap

## What can I use agents for?

1. Start with Customer service agents
2. Then optimise operational Workflows ready to scale
3. Then target competitors capability and leapfrog their performances

Website  
Enquiry Management



Concierge  
Enquiry Management



Customer  
Service Agent



Competitor  
monitoring



Conversational AI



AI RAG



Agentic AI

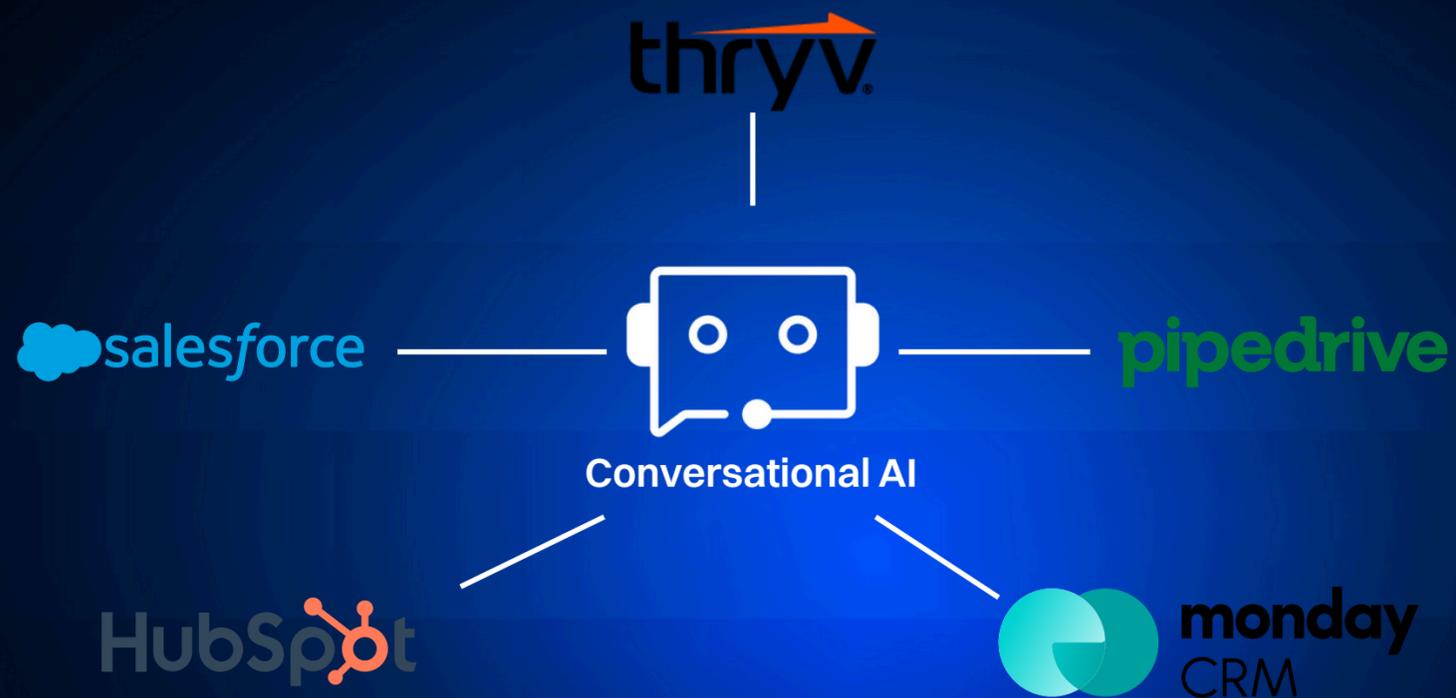


Smartglasses AI



Immersive AI

# Agent Integration - Easier than legacy IVR or Speech to Text



AI Agent Integrated  
Feeding Email  
OR  
Directly into your CRM

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