

ROI Tables For :
IVR v Speech to speech AI Agents
Chatbots v Speech to speech AI Agents
Speech to Text v Speech to speech AI Agents

This short PDF summarises the ROI expected
based on a company with 1,000 calls a month

The Following Eight Pages

Give you a typical business taking 1,000 calls a month

We then contrast:

- The cost of a SimplyAI agent
- Against the gains replacing the legacy technology
- The First One IVR technology
- The Second a Chatbot Agent
- The Third Speech to Text AI Agent

Speech to Speech IVR ROI Calculator (CFO View)

Metric	Input	Assumption/Formula	Monthly Value £
Call Volume	1,000 calls a month	Business Recieves 1K Inbound calls monthly	Baseline
Agent Escalation	£4 per call	Industry Average Support cost	Baseline

IVR v Speech to Speech workings

KPI	IVR Baseline	Simply AI Agent	Monthly Value
Routing Accuracy	~65-75%	~90-95% with intent detection & context awareness	50 misroutes avoided × £2 £100
Self Service Completion	~35-45%	~70-85% — complete journeys in natural dialogue	360 calls deflected × £4 £1,440
Containment Rate	~40%	2x increase — up to 80%+ in optimized flows	
Average Handle Time	Moderate to high	↓ 20-30% (fewer transfers, faster resolution)	Admin Time Savings 2 hrs/month × £40/hr £80
Abandonment Rate	~20-25%	↓ to 8-12% (friction-free UX)	
First Contact Resolution	~70%	85-90% with dynamic escalation logic	2% churn reduction × est. £20,000/mo revenue £400
Customer Retention (CSAT/NPS)	60-70% / Neutral (10-20)	80-90% / NPS +30 to +50	
Multilingual/EQ Advantage	Manual setup, limited support	Built-in speech translation across dozens of languages	

SimplyAI Agent £200* a month Saving £2020 a month
*post set up

Speech to Speech IVR ROI Calculator (CFO View)

Item	Value
Monthly Cost (Simply AI Agent)	£200
Monthly Return	£2,020
Net Monthly ROI	£1,820
ROI Ratio	10.1x
Annual Net ROI	£21,840

Total Chatbot v Speech to Speech Agent ROI Summary

KPI	Chatbot Baseline	Simply AI Agent	Monthly Value
Containment Rate	50% avg	80% avg	300 more queries deflected × £4 = £1,200
First Contact Resolution	65%	87.5% avg	225 more resolved queries × £4 = £900
Abandonment Rate	20%	10% avg	100 more successful sessions × £2 = £200
Customer Retention (CSAT/NPS)	+0	+2% of £20K = £400	£400
Average Handle Time Savings	Already optimized	20% faster	200 mins saved × £0.50/min = £100
Multilingual/EQ Advantage	Manual configs, no empathy	Speech translation + empathy	Harder to quantify but adds CX value

SimplyAI Agent £200* a month Saving £2800 a month
***post set up**

Total Speech to Text ROI Summary

KPI	Monetary Value
Total Value from Speech to Speech AI Upgrade	$\pounds 1,200 + \pounds 900 + \pounds 200 + \pounds 400 + \pounds 100 = \pounds 2,800$
Monthly Cost (Simply AI Speech to Speech)	$\pounds 200/\text{month}$
Net ROI per Month	$\pounds 2,600/\text{month}$
ROI Ratio	14×
Annual Net ROI	$\pounds 31,200 / \text{year}$

SimplyAI Agent £200* a month Saving £2600 a month
*post set up

Total Speech to Text ROI Workings

KPI	Speech to Text Baseline	Simply AI Agent	Monetary Value
Containment Rate	~35%	Up to 85%	500 more calls handled automatically × £4 = £2,000 saved/month
First Contact Resolution	~65%	87.5%	225 more calls resolved × £4 = £900/month
Abandonment Rate	~22.5%	~11%	115 more completed sessions × £2 = £230/month
Agent Workload Reduction	Low	High	Assume 15% fewer escalations → 150 calls × £4 = £600/month
Customer Retention (CSAT/NPS)	60-70% CSAT, no NPS impact	85% CSAT, +30 NPS pts	2% retention on £20K monthly = £400/month
Average Handle Time Savings	No direct impact	20-30% faster	200 mins saved × £0.50/min = £100/month

SimplyAI Agent £200* a month Saving £2800 a month
***post set up**

Total Speech to Text ROI Summary

KPI	Monetary Value
Total Value from Speech to Speech AI Upgrade	£4,230/month
Monthly Cost (Simply AI Speech to Speech)	£200/month
Net ROI per Month	£4,030/month
ROI Ratio	21.2×
Annual Net ROI	£48,360

SimplyAI Agent £200* a month Saving £4030 a month
*post set up

These statistics show ROI Returns of 10:1 - 21.2:1

Give you a typical business taking 1,000 calls a month

- The cost of a SimplyAI agent
- Against the gains replacing the legacy technology

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|-------------------------------------|--------|
| • The First One IVR technology | 10:1 |
| • The Second a Chatbot Agent | 14:1 |
| • The Third Speech to Text AI Agent | 21.2:1 |