

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 of 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 Speech V Chatbot 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 £2800 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 £4030 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