



CUSTOMER STORY

VOCA.AI

DELIVERING HAPPIER CUSTOMERS

with Voice AI-Agents

 voca.ai

Voca.ai is helping companies deliver happier customers at scale, through natural, intelligent, and empathetic spoken conversations, delivered by their AI-powered Voca Agents.

Industry

- > Finance, banking, and lending

Challenge

- > Human agents spend 85% of their talk time on repetitive, mundane calls
- > Providing customer experience that scales
- > Shorter wait times
- > Immediate assistance 24/7
- > Decrease in repetitive tasks, so that agents can spend their time on complex calls
- > Ability to handle 10X peaks in call volume without increasing costs

Products Used

- > NVIDIA® V100 for training and inference in production

Results

- > Virtual Agents can easily handle peaks in call volumes without increasing costs
- > Voca agents help reduce wait time and increase customer satisfaction levels
- > Ability to maximize agent time by decreasing repetition

 voca.ai

LEARN MORE

www.nvidia.com/finance
www.voca.ai

HAPPIER CUSTOMERS WITH EFFICIENT AI-POWERED AGENTS

“Voca’s yes attitude, ease of responsiveness, and willingness to go above and beyond puts Voca at the top of their game, providing us with the innovative technology to generate more leads and sales, and remain cost effective—elevating our position of reliability and efficiency and pushing the boundaries in our industry. Working with Voca places NRS as a leader in our field and makes us excited for the future.”

- Elie Katz, President & CEO of National Retail Solutions / IDT

A Need for Voice AI Agents in the Finance Industry

Financial institutions use artificial intelligence (AI) to accelerate business performance across multiple dimensions. Voca works with many of the largest banks and lenders—globally—to translate customer data efficiently.

NVIDIA Solution

Voca.ai uses NVIDIA GPUs to run AI-powered Voca agents who translate conversations, freeing up human agents for high-value and complex conversations.

Voca Results

Powered by NVIDIA, Voca’s AI technology increases the capacity to instantly engage with potential customers—both inbound and outbound. The AI-powered Voca Agents can easily handle peaks in call volumes without increasing costs.

About Voca.ai

Voca.ai is able to handle the most prevalent workflows using end-to-end speech neural models. This allows them to automate a vast number of conversations—including inbound and outbound calls within banking, financial, and lending services. Voca’s Virtual Agents sound so natural that your customers will never know the difference.