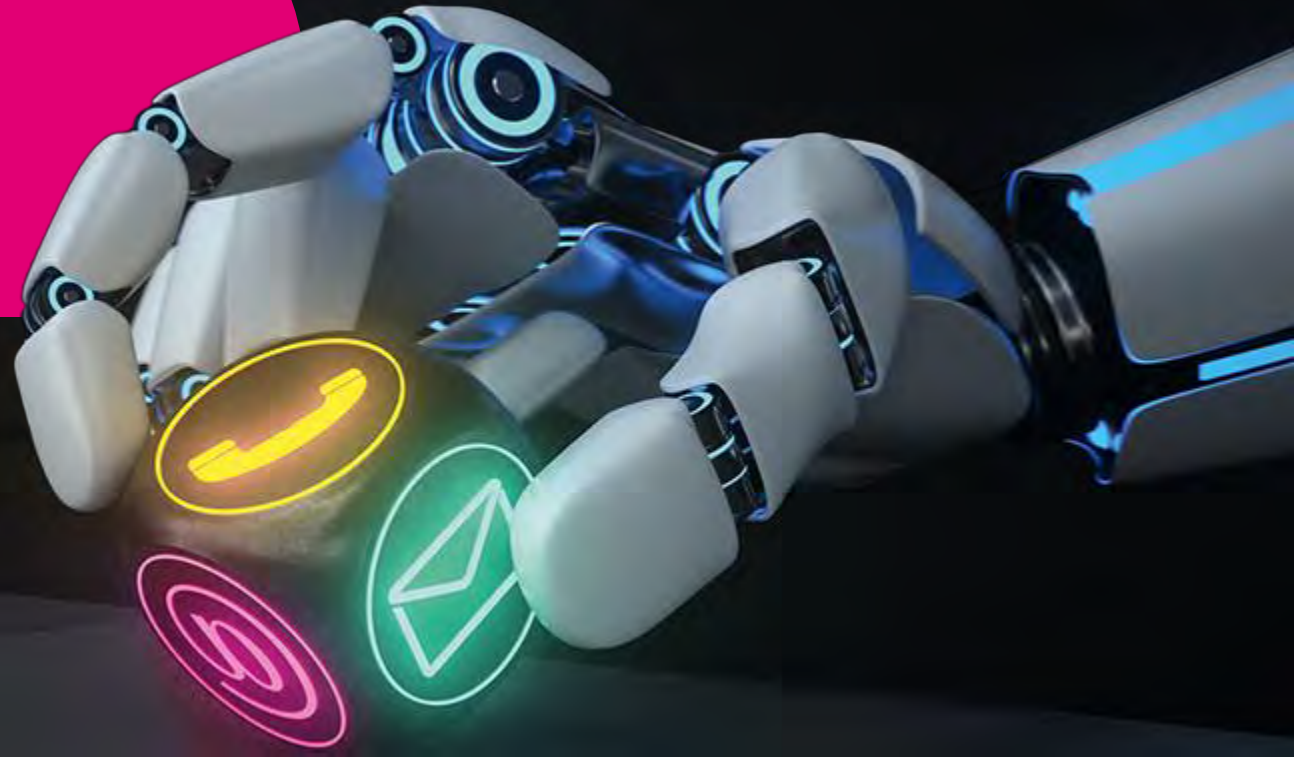


# Conversational AI

Next-Generation Chat and Voicebots

Sourcing Advisors & Analysts Days 2023 //  
June 28 - 29

Alwin Schrittwieser



# AI is becoming the new standard at businesses...

- **More than 80%** of companies have a budget for artificial intelligence or machine learning <sup>1</sup>
- **Over 30%** of all companies utilize AI for areas such as speech recognition and text analysis (also known as natural language processing) as well as image recognition <sup>1</sup>
- The German government aims to promote AI with a total of **5 billion euros by 2025** <sup>2</sup>
- **94% of executives** believe that artificial intelligence will significantly impact success in the next five years <sup>3</sup>

AI is becoming  
an integral part  
of customer  
interactions

<sup>1</sup> IDG: Studie Machine Learning 2021

<sup>2</sup> Bundesministerium für Bildung und Forschung (Pressemitteilung vom 30.06.2022)

<sup>3</sup> Deloitte's State of AI in the Enterprise, 5th edition report (18.10.2022)



# Challenges in customer contact

High customer expectations, long waiting times, increasing average handling time, low satisfaction levels



Agent attrition and low salaries



Integration of legacy systems, data security, digital corporate strategy



Efforts to reduce costs in customer service



**Increasing pressure to improve self-service solutions**

# AI-enhanced customer communications

Input channel

Authentication

Transcription

Processing

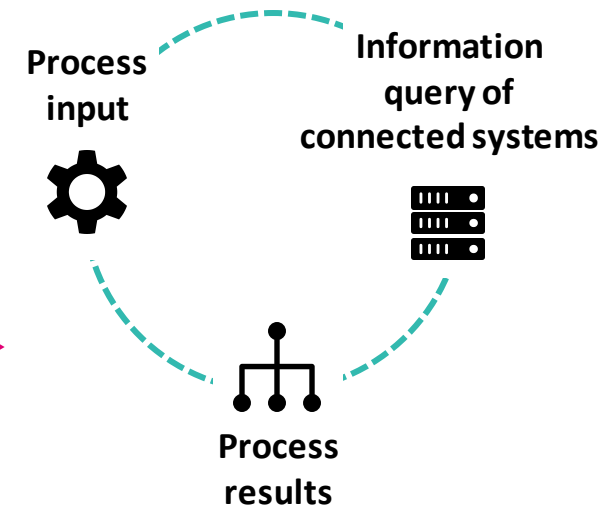
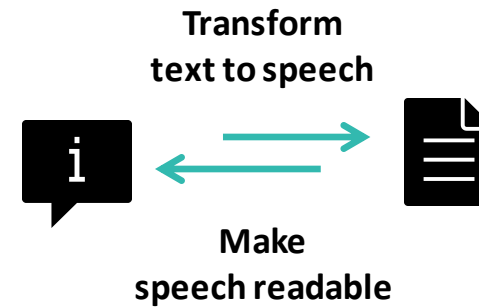
1

Spoken dialog

→ Who is communicating? →

What's being  
communicated?

→ What needs to be done,  
how, and where?

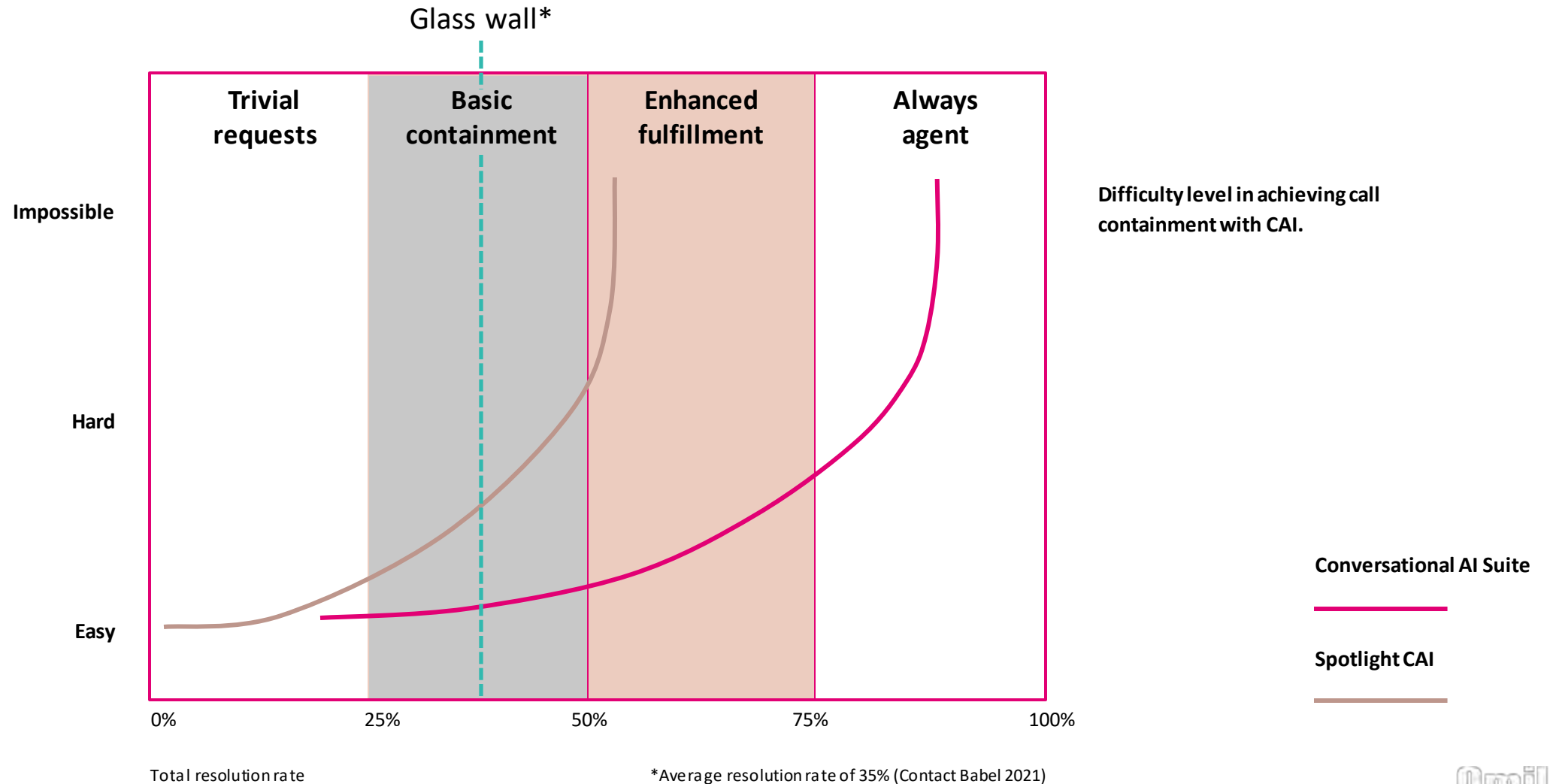


2

Written dialog



# Key: Speech recognition and natural language processing



# Conversational AI — automation across all industries

- Cost savings from automation
- 24/7 service
- Consistent high quality
- Fully managed service by Deutsche Telekom
- Deutsche Telekom data center in Germany
- Rapid implementation of projects
- Graphical dialog designer
- Monitoring and statistics

## Public

- Information systems for city councils
- Appointments
- Document search for citizens
- General citizen service



## Utilities

- Meter reading requests
- Appointments
- Rate information
- Information about larger disruptions
- Address changes



## HR

- HR Bot
- Employee inquiries
- Document search
- Request for vacation



## Food

- Food order
- Table reservations
- Information on ingredients
- Information in case of recalls



## Insurance

- Damage reports
- Calculation of insurance premiums
- Consultation
- Taking out simple insurance policies



## Healthcare

- Appointments
- Doctor search
- Information about medications
- AI weaknesses



## IT-Support

- Reset of passwords
- Ordering software
- Supporting the IT-Hotline

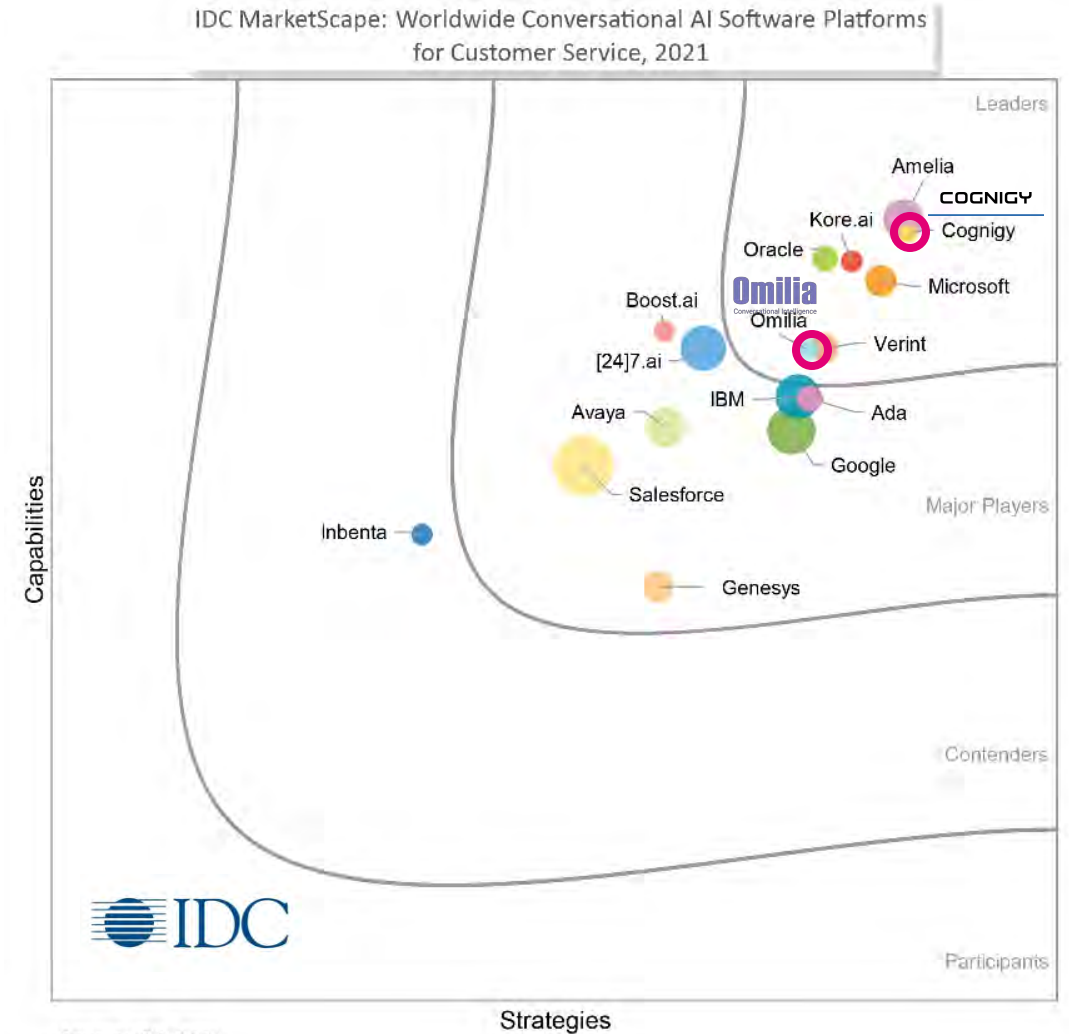


## Newspaper

- Subscriber support
- Complaint service
- Vacation service
- Billing questions
- Cancellation service



# Best-of-breed tech partners





# Why Deutsche Telekom?

 Innovative

 International

 Intuitive



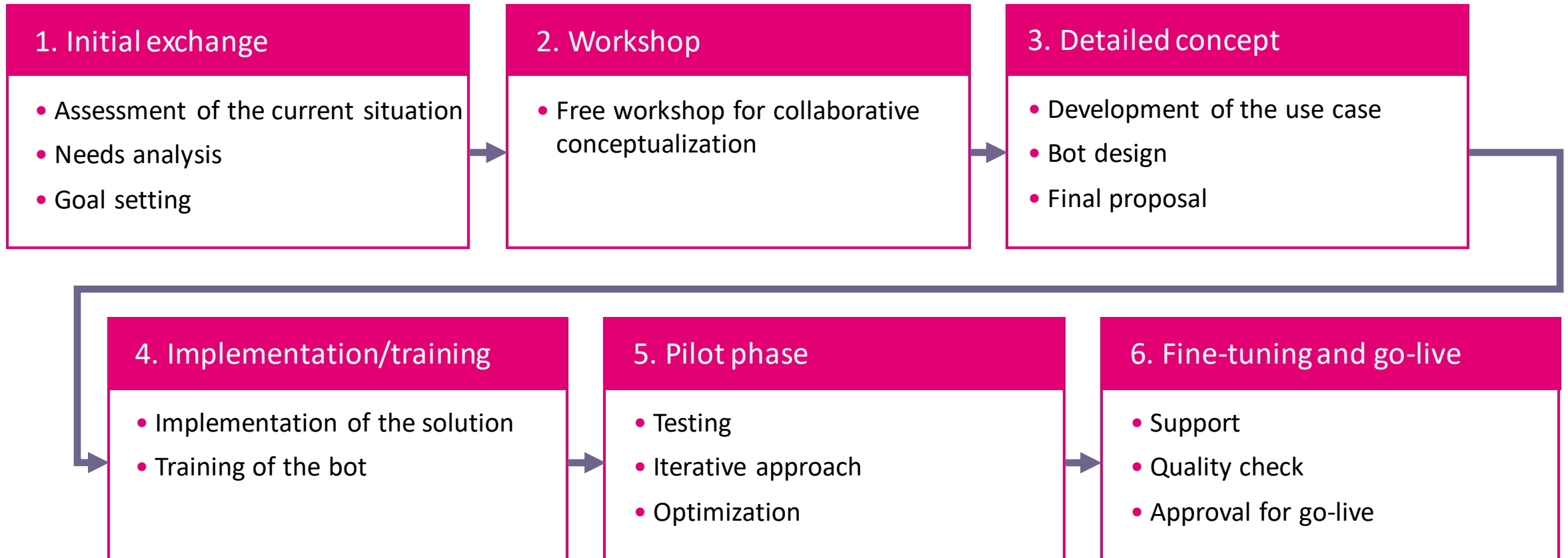
Safe 

Reliable 

Neutral 



# Project implementation from demand planning to go-live



Deutsche Telekom offers individual AI solutions to companies as a managed service.

# TÜV Nord: Impact of success

## 76% of calls

are handled completely autonomously by the voice bot **Sophie** or appropriately routed to the right agent.



## From 10,000 to 7,500 calls/week

Out of 10,000 calls per week, Sophie reduces the call repeat rate significantly, resulting in a decrease to 7,500 calls. **She effectively alleviates a significant amount of work for the employees.**



## + 30% higher employee satisfaction

Employees are more motivated, leading to a rise in the productivity of the contact center.

→ **The success of the project has already spread throughout the company, with other business units**, such as the Medical-Psychological Institute, expressing interest in adopting the solution.



## Of the remaining 24% of calls:

- **80% are misdials** or calls not intended for TÜV, such as inquiries for the driver's license office.
- **20% are abandoned calls**, with the most common reason being the absence of a reservation number.





“

*Today, our employees are no longer burdened with standard inquiries, which has led to a significant reduction in workload and widespread acceptance of the voice bot among the workforce. We are continuously developing the capabilities of the AI in collaboration with Deutsche Telekom.*

— **Thorsten Sintzel**,  
Head of the TÜV Nord Call Center in the Mobility and Traffic Department

# Contact



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It's  
DEMO time!

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