

Speakeasy AI and Creative Virtual Announce First Shared Enterprise Customer Using Integrated Solution for Conversational AI

Speakeasy AI voice enables Creative Virtual's digital virtual agent within IVR for an enterprise call center handling 10M+ calls a year

OLD GREENWICH, Conn. ([PRWEB](#)) September 29, 2020 -- Speakeasy AI and Creative Virtual today jointly announced their first shared enterprise customer is live using their integrated solution for conversational AI within IVR. This partnership is delivering next generation voice AI by integrating Speakeasy AI's solution with Creative Virtual's V-Person™ virtual agent technology within the IVR channel for a better customer experience.

This enterprise has used Creative Virtual's V-Person solutions to provide customer self-service since 2015 and to support contact center agents since 2019. This new integration utilizes real time speech understanding enabled by Speakeasy AI's patent-pending Speech-to-Intent™ technology to expand the virtual agent to the enterprise's Genesys IVR. They are now able to intelligently route calls to reduce transfer rates and get calls to the right agents at the right time. Additionally, Speakeasy AI's ability to understand customers' intents in their own voices opens up further development of the virtual agent within the channel, with an expected 20-40% expansion of self-serve use cases possible in IVR.

Frank Schneider, Speakeasy AI's CEO says, "We are really excited to have won this business with Creative Virtual, and our customer is seeing the benefits today of our unmatched integration capabilities with this combined solution. We believe this is the first enterprise scale deployment of a fully integrated digital AI system within a voice channel."

The integration of Speakeasy AI's solution with V-Person empowers organizations to expand self-service from digital channels to voice channels quickly, with high accuracy and at large scale. The combined solution provides flexible integration with external content sources and backend systems for better voice responses and automation. It also delivers real-time reporting functionality that gives an in-depth look into what customers are asking to help enterprises identify their real needs and continuously improve the customer experience.

Chris Ezekiel, Founder & CEO of Creative Virtual says, "We collaborate closely with all of our customers to find ways they can expand their virtual agent and chatbot implementations to improve their end-to-end customer experience. This joint IVR deployment with Speakeasy AI is a great example of how enterprises benefit from the flexibility and robustness of V-Person technology and our growing Partner Network."

Creative Virtual customers can use the Speakeasy AI integration during Active Listening phase as well as with the full delivery of the Speakeasy AI solution across voice self-service and voice live agent assistance.

To see and hear the Speakeasy AI solution in action contact us at hello@speakeasyai.com or visit www.speakeasyai.com.

About Speakeasy AI

Our mission is to make it easier for businesses to understand and respond to their customers' needs with AI. We



accomplish this mission by using the world's first and only Speech-to-Intent™ solution. Combined with our end-to-end reporting and our next generation conversation manager, Sky™, we provide a full solution for voice and digital AI that can be leveraged in any channel, including live agent assistance. And since an AI platform is only as good as its improvement cycle, we enable rapid updates powered by machine learning to ensure wins are delivered on the day you launch. With our AI solutions and our team's proven expertise, we work tirelessly to provide better experiences and deliver understanding as a service. Learn more at <http://www.speakeasyai.com>.

About Creative Virtual

Creative Virtual is a world leader in virtual agent, chatbot, live chat and conversational AI solutions that bring together humans and artificial intelligence to create conversations with customers and employees across touchpoints in a seamless, personalized way and at large scale. Leading global organizations, including HSBC, BT, Chase, Intercontinental Hotels Group, Lloyds Banking Group and American Family Insurance, rely on our award-winning V-Person™ technology to improve their support experience, reduce costs, increase sales and build brand loyalty. Our global team supports installs around the world in over 35 languages, providing both localized support and international insights to our customers and partners. To learn more visit www.creativevirtual.com.



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