

Executive Overview

- <https://www.poly-ai.com>
- Offices in London and New York
- Founded in 2017 as a spin-out from the University of Cambridge
- Series C startup with \$120M raised, backed by Khosla Ventures, Point72, Nvidia, Zendesk and more
- 150 employees
- Deployed globally, and in numerous languages, with customers including FedEx, Caesars, PGGE and Marriott Hotels

Product & Service Offerings

- Enterprise voice assistants (managed service - inbound and outbound calls)
 - PolyAI Portal (analytics dashboard - standard version included with each voice assistant)
 - Chat and SMS automation

Sales Engineer Take On Best Fit

Poly AI provides AI agents for voice, chat, and messaging that deliver natural and lifelike customer experiences.. Their virtual agents are suited for handling caller authentication, billing & payments, bookings & reservations, and more.

- John Paullin, Director of Sales Engineering, UC/CC/AI

Key Features & Differentiators

Time-to-value

- PolyAI product G team enables deployments in 8-12 weeks - considerably faster than any competitors
- PolyAI has native integrations with all common CCaaS providers and CRM and POS systems
- Common integrations with on-premise PBX providers and UCaaS providers

Voice quality

- PolyAI has the best sounding voice on the market
- Custom voices are designed for each deployment to best represent every brand

Superhuman understanding - proprietary technology stack built for voice

- Best-in-class technology stack enables incredibly high accuracy in understanding over the phone, regardless of accents, dialects and background noise
- A lot of competitors use text-based technology stacks that fail when translated to voice

- Strong focus on dialogue design that facilitates free-flowing, natural conversations
- Available in 45 languages

Deployed as a managed service

- PolyAI doesn't handoff deployments once they go live, but continues to monitor the project and improve it for best-in-class performance that meets their business objectives

Top Industries Served

- Financial Services
- Insurance
- Hospitality (Hotels, Food, Beverage)
- Other

Ideal Customer Profile

Basics

- 50+ customer service agents
- 500k+ minutes in customer service calls per year
- \$500M+ in annual revenue
- Please note: lower volumes considered depending on use case and growth potential Industries

Logistics

- Logistics; Retail; Hospitality; Financial services; Telecommunications; Insurance; Utilities; Travel; Healthcare; Education; Consumer services

Pain points

- High call volume - resulting in long wait times and overworked agents
 - Seasonal spikes in call volume (sale periods, holiday seasons, extreme weather)
 - Lots of non-revenue-generating calls (FAQs or data collections)
- Missed revenue - as a result of high call abandonment rates
- Poor CX - due to long wait times and inconsistent customer service
- Poor agent retention - due to repetitive and unrewarding workload
- Inefficient operations - with limited budget to address call volume

Qualifying & Technical Questions

- What is your call volume?
- How many contact center agents (and/or BPOs) do you have?
- What is your current contact center technology stack?
- What issues are you currently facing in the contact center? Hiring / costs / attrition?

Elevator Pitch

PolyAI empowers brands to automate phone calls with voice AI that feels like talking to a real person. PolyAI prioritizes customer experience, with lifelike voices, free-flowing conversation and the ability to understand every customer, regardless of what they say or how they say it.

Objections & Rebuttals

We're worried about data security.

PolyAI's models are pre-trained and require little to no training data. They only need to understand your business processes and get a copy of your company knowledge base if you have one.

PolyAI also has the highest levels of compliance certifications and protocols in place to ensure that every single interaction is private and secure.

We're about to deploy a new CRM/telephony/CCaaS system.

PolyAI has multiple deployment options so it doesn't matter where you are in your digital transformation or what tech stack you have; they can find a solution that works for you.

We don't want to replace our agents with bots.

PolyAI customers find that PolyAI may replace BPOs and seasonal staff, but it doesn't replace core staff of trained agents that can provide the best customer experience. It makes the jobs of these agents better by removing repetitive calls and reducing the number of callers in queues for less stressful and more rewarding work. These agents can also upskill and redeploy where needed.

What if the voice assistant "hallucinates" and gives the wrong answer or says something offensive?

PolyAI has strict safety guardrails that ensure every interaction remains brand-safe. The voice assistant is not able to go off-track and reply with anything outside of its set use cases.