

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 - Field Sales Engineer UCaaS, CCaaS

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?