Executive Overview

Regal's enterprise platform lets you transform your customer communications with AI Agents that are personalized to your company and customers. Power better support, sales and operations calls – with way less effort. Regal Elevator Pitch AI Agent: 212-500-6000.

Regal Partner Resource Hub: regal.ai/partners

Product & Service Offerings

- AI Agents: Voice (WebRTC, calls, agentless calls, ringless voicemail), Messaging (1:1 and 1:Many SMS/MMS), and Digital (email, webchat, other text-based chat)

- No-Code AI Agent Builder

- AI Agent Actions: Scheduling, Payments, Updating CRM, Qualification and much more

- Omnichannel CX: Human agents can connect to customers via Voice, Messaging, and Digital (same channels as above)

- Unified Customer Profile

- Sales Dialers: Power Dial, Preview Dial, Progressive Dial

- Outbound No-Code Journey Builder

- Drag-and-Drop IVR Builder

- A/B Testing

- AI Scorecards

- Conversation Intelligence

- Custom Dashboards

- Native Integrations with Common Systems

- Webhooks and APIs

Sales Engineer Take On Best Fit

Regal.io is an outbound-oriented contact center solution as well as offers advanced virtual agents designed to handle high-volume, repeatable tasks in contact centers, particularly in B2C industries such as healthcare, insurance, and financial services.

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

Key Features & Differentiators

Leader in AI Voice Agents

AI Voice Agent: Our AI Voice Agents feel human, have super low-latency, let your customers speak naturally, interrupt, and change topics. They speak 30 different languages and can take on different accents and personalities to match the experience you want to build for your customers. They're always online, they're omniscient, easily customizable, and available at a low-cost per minute basis.

AI Agent Builder: Allows anyone to build AI Agents through prompt engineering. Customize how AI Agents talk, what you want them to say, and what outcomes you want them to drive. Test in the builder before deploying them to your contact center.

Omnichannel Capabilities:

• Voice - WebRTC, calls, agentless calls, ringless voicemail

• Messaging - 1:1 and 1:Many SMS/MMS

• Digital - Email, webchat, other text based chats

Agent Actions: AI Agents can programmatically take actions like scheduling follow ups, sending SMS messages, updating your CRM, and processing payments.

Human Agent Desktop: Manage human and AI Agent actions on our no-code Agent Desktop, which also includes our Journey and IVR builders as well as our A/B testing functions. If needed, you can keep your human agents on your existing CCaaS system and manage your AI Agents through Regal instead.

Live Monitoring and QA: Assure AI Agent quality through live monitoring, AI scorecards, and conversation intelligence on 100% of calls.

Native A/B Testing: Continuously refine your AI Agents by experimenting with different messaging, cadences, and even voices and accents.

AI-Enhanced CCaaS

Unified Agent Desktop: Unify your customer data by connecting your customer systems to Regal. Leverage that data, and the data created by Regal to perfect every customer interaction.

No-Code Outbound Journey Builder: Leave your IT team alone and build out automated outbound customer engagements for your AI and human agents right from our Agent Desktop. Our no-code tools can be leveraged by anyone, even non-technical stakeholders.

Drag-and-Drop IVR Builder: Create inbound IVR flows without writing a single line of code through our drag-and-drop UI. Leverage your existing customer data to route callers to the right agent based on their history and requirements.
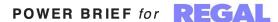
Robust Analytics and Reporting: Build robust custom dashboards with our comprehensive reporting and smooth data in/out capabilities. Measure agent performance based on your KPIs and ensure consistent performance.

Workforce Optimization: Track your agents' performance across all of their interactions using conversational intelligence, AI scorecards, and insights gained from our rich analytics.

Native A/B Testing: Improve your customer experience by experimenting with different messages, cadences, even speed-to-lead to find the right time and right message to delight your customers at scale..

Top Industries Served

- Healthcare
- Insurance
- Education
- Other

Ideal Customer Profile

Ideal Customer Profile

- Contact center teams at consumer businesses - including sales, support, and operations teams

- Consumer Industries with High-Intent Purchases: Consumer Healthcare, Insurance, Education, Auto Lending, Medicare, and Home Services

- At least 75 agents or making 150k calls/month

- Organizations seeking to improve conversion rates, CSAT, customer engagement through personalized communication strategies, and operational efficiency with AI Agents

Qualifying & Technical Questions

- How big is your contact center?

   - Looking for 75+ agents

- How many calls is your contact center making each month?

   - Looking for 100,000+ calls per month

- What is your current set up?

   - Looking to displace Five9, Talkdesk, or any softphone set up like Dialpad

- Have you discussed implementing AI Agents into your contact center?

   - Looking for prospects who are actively researching or looking for AI Agents

- Are you experiencing any issues with your current contact center setup?

   - Looking for: lack of insight, inability to prioritize tasks or leads, can't experiment easily, always relying on IT, speed-to-lead issues, CSAT issues, connect rate issues

Elevator Pitch

Regal is a leading AI Agent and CX platform that empowers companies in consumer industries to perfect every customer interaction. We drive better sales, support, and operations - with way less effort - in three ways:

- Regal gives every company the tools to transform their customer communications with AI Agents. These AI Agents are connected to your data, easy to customize and monitor, always available, and ready to take

action in internal systems.

- We connect with your first-party customer data to automatically refine every customer conversation using a blend of Regal AI Agents and your AI-enhanced human agents.

- We give you the A/B testing tools needed to build a culture of continuous improvement in your contact center without requiring engineering resources.

Objections & Rebuttals

"We already have a contact center software in place."

The main differences between us and your current contact center software are:

1. Autonomous AI Agents: Within a single day, we help you build, test, deploy, and monitor autonomous AI Agents that are responsive, omniscient, and always available.

2. Leverage Customer Data for Personalization**:** We connect with your first-party customer data to automatically refine every customer conversation using a blend of Regal AI Agents and your AI-enhanced human agents.

3. Drive Continuous Improvement**:** We give you the A/B testing tools needed to build a culture of continuous improvement in your contact center without requiring engineering resources.

Other CCaaS systems don't have the voice quality, latency, or performance of our AI Agents because they're operating off of old technology or just putting a facelift on their IVAs. They also don't consider customer data when assigning call tasks, building inbound/outbound flows, or contextualizing conversations. And there's no way to safely experiment with different strategies on a legacy CCaaS system without involving an engineer or two.

"We have a contact center already. Ripping and replacing our existing contact center is not only a huge pain in the butt, it's risky."

I totally understand how much of an undertaking it is to get off of a legacy contact center solution. We have a lot of clients who are in the same boat, and want to dip their toes and see results before fully switching over. It's possible to leverage Regal's features without fully switching over to our platform. Many of our customers start with our Journey Builder for orchestration across channels or our AI Agents, both work with any existing contact center set up.

"I'm not totally convinced that AI is good enough to help out my contact center right now."

I totally understand, AI Agents are a new development and they're largely untested by the market at large. That said, the advances in LLMs are transforming customer expectations and the types of customer experiences enterprises can build. And the biggest opportunity is in support, sales and operations at consumer businesses. Within 10 years, AI Agents will have taken over these key customer interactions, rendering them instant, delightful and personalized at a low cost for businesses. We've powered over 200M calls and we've built agents that sound and solve problems like humans do, they're super low-latency, and they speak naturally. Furthermore, these AI Agents are connected to your data, easy to customize and monitor, always available, and ready to take action in internal systems. If you want, you can call our agent at 810-630-3314 and see for yourself how they sound and how powerful they are.

"We are concerned about the security and compliance of a new platform."

Regal.ai is SOC2, HIPAA, CCPA, and GDPR compliant, offering top-notch security and compliance measures to protect your data and ensure regulatory adherence.