



CONCIERGE CONTACT CENTER

Contact Center **Voice Bot**



Team Composition:

- 1 Senior Engineer
- 1 Project Manager



Project Duration:

1 Month
(fixed scope)



Tech Stack:

Python, AWS

Project Overview

Concierge Contact Center is a pre-trained AI assistant designed to **streamline oral healthcare call centers**. It automates **routine patient inquiries** and **gathers essential information**—reducing agent load and improving patient experience.

Business Challenges

- **Extended Wait Times:**
Manual call handling led to long queues and patient dissatisfaction.
- **Agent Overload:**
High call volumes and repetitive tasks reduced efficiency and impacted morale.

Solutions Delivered

- **Voice Bot POC Deployment:** Implemented a pre-trained AI bot to test live automation.
- **Smart Call Handling:** Managed bookings, answered queries, and identified emergencies for proper routing.
- **Pre-Call Data Capture:** Collected key info before live agent transfer to speed up resolutions.
- **Workload Balance:** Freed up agents for complex issues by automating repetitive tasks.

Results & Impact

- **90% Classification Accuracy** in identifying and routing calls
- **Significant Wait Time Reduction** for patients
- **Improved Agent Efficiency** and service quality
- **Streamlined Operations** through seamless, scalable integration

Conclusion

- **Techverx empowered Concierge Contact Center to transform their call center with AI-driven automation**—boosting speed, satisfaction, and operational agility.