

AI signals

One of the toughest business challenges is determining the intent of customers when they contact your business. Are they a potential new customer looking to purchase a product or service? Are they an existing customer that needs to resolve a billing conflict?

Intent signals can help you understand what customers are thinking and the level of real interest in purchasing your product or service. Instead of inferring meaning from generic data, AI signals let you review signals detected in the call to determine the level of customer interest and intent. You can then act quickly on the most promising leads for maximum impact.

Using AI signals, you can determine if a customer called to purchase a product, schedule a service appointment, make a payment or if it was a wrong number. The detailed information generated helps you to understand the call and your customers.

AI signals are categorized by signal classes. Signal classes define customer calls at a high level. You can then review the signals and contextual information to evaluate the call.

Conversation Outcome

The Conversation Outcome signal class identifies how the call ended. The Conversation Outcome signal class includes the following signals:

Signal	Description
Adjusted Schedule	Agent was able to change date and/or time to accommodate the caller.
Appointment - Booked	An appointment or lead was scheduled with caller or the caller states they are coming in at some point in the future.
Modified Fee	Agent was able to book an appointment by reducing or modifying the fee.
Parts Order	Caller is calling to order parts and the order was placed by the agent.
Rescheduled Appointment	Agent was able to book an appointment after the caller cancelled the original appointment.
Already Booked by Center	Caller already booked the appointment by calling back or someone else contact the caller and booked the appointment.
Left Voicemail	Agent left a voicemail.
Other	Use if none of the other dispositions are appropriate. Example: Telemarketer/Vendor, Billing questions, Wrong number.