CCFLOW

ccflow.ai

Improvements to voicebot technology through accurate speech recognition.

CCFLOW applies the latest advances in AI to improve voicebot technology. It focuses on improving the speech recognition function, as current voicebots do not achieve the qualities that belong to an accurate transcription of the spoken word. The solution provides voicebots capable of responding to specific questions using an extensive knowledge base. This is based on historical interactions with clients, thereby increasing end-customer satisfaction and reducing operating costs.

Unique selling points:

- Precise speech recognition using state of the art technology.
- Automatic knowledge base.
- Reducing dependence on operators.
- Improved ability of voicebots to respond quickly and efficiently to customer needs.

Product

Voicebot

Technology readiness

Development

Proof of concept

Prototype

▶ First implementation

Extensive implementation

1/2022

B2B

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