



## Is there an environmentally friendly contact centre out there?

I don't know about you but I'm fed up of being inundated with paper bill reminders, insurance policy renewal letters and questionnaires from the council put through my letterbox. What happened to all of those 'going green' policies? Banks, insurance companies and utilities companies- you're the guilty parties! Paperless bill reminders are the future, surely?

This month we take a look at the potential of interactive outbound speech technology for your contact centre and how contact centres can not only cut service call costs but align themselves with that 'Going green' message. We also have some exciting findings to share with you from our latest consumer survey around attitudes to voice biometrics.

We hope you enjoy the read.



Thanks,  
Jessica Davies,  
Editor, Talking up a Storm

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## Monthly Insight



### 'Green' Contact Centre Introduces Paperless Bill Payment Reminders

Quick story for you: Suzy Super Mum was going over her schedule: drive kids to school, pick up dry cleaning, plan dinner etc. There is something she knows she needs to do but can't remember what it is. Her phone then rings, it's an automated call from the electricity company reminding her of an overdue bill payment. That was it!

The automated agent asked her to verify her address and postcode, then to simply speak her answers, timely since she was in the middle of picking up her dry cleaning.

In today's busy society it is very easy to forget day-to-day activities never mind bill payments. Super mum's electricity company introduced an innovative product called Outbound Notifier which initiates an interactive outbound call powered by speech recognition that provides a facility to make payments or ask vital questions to the customers.

Having confirmed her address details Suzy Super Mum was asked if she wanted to make payment immediately or later... [Read More](#)

Join our Stormcast webinar 'The Value of Interactive Outbound Calls in Your Contact Centre'

Next month's Insight topic: 'Marrying Speech and Touch-tone Happily'

## Customer Spotlight



### 20% reduction in handling costs for eircom as 13,000 calls handled per week by speech IVR

eircom's 1901 service line deals with both sales and service enquiries for existing and potential customers. The contact centre was handling 130,000 inbound calls into the the service line each week but were experiencing a high volume of misrouted calls which resulted in poor customer service.

Barry O'Toole, Head of Retail Programmes at eircom explains "We needed to find a way to increase eircom's quality of customer service and simultaneously be able to respond quickly to our customers needs to in an increasingly competitive environment." To better service their calls they introduced a Voice Recognition (e-VR) solution provided by SpeechStorm that enabled them to offer a 24/7 automated service for order placements, bill payments, fault recording and general account enquiries.

[Click here to read more](#)

## What's going on in the world of phone self-service technology?



### Finding the Perfect Balance of Live and Self-Service

Tim Gray, TMCnet Web Editor, has revealed how to achieve a happy medium between live and self-service. Today's world of tech-savvy customers personalised service whether its through interacting with an IVR or live agent, or using a mobile phone or Web Channel. Click [here](#) to learn more

### Voice biometrics gains momentum in call centres

Banking and Retail services are now placing its future in the hands of technology to improve remote security and customer service. To learn more about the benefits from technology in security and customer service click here to read what was discovered by Angelica Mari. [Download](#) our recent survey report on consumer attitudes to biometrics!

### Speech Self-Service Speaks the Language of Savings

Brendan Read of SearchCRM recently identified the impact that speech self-service has on customer experience and the overall improvement effect on companies. [Read more](#) to learn about the benefits of speech self-service.

## What have we been up to?



### SpeechStorm Reveal Findings from its 2008 Voice Biometrics Awareness & Adoption Trends Survey

We have just announced the findings of our consumer led survey, carried out with Genesys Telecommunications Laboratories, into awareness and attitudes towards current telephone banking security measures and voice biometrics. The study found that 61 per cent are concerned about the security of PIN, passwords and 'secret data' when used to confirm ID over the phone with a contact centre agent and 42 per cent of people using telephone banking believe their banks don't take enough security measures to prevent fraud or identity theft. To find out more click here.

[You can download the full survey report here.](#)

### Kainos Enjoys Another Year of Strong Growth

Our parent company, Kainos, an IT consulting and systems integrator, has officially increased its turnover by 25% over the previous year and profits rose to over £1m. The company credits this success to simply doing what it does best. To learn more [click here](#).

## TechTalk Corner



Now for some technical talk for those IT readers out there. We had some questions put to our technical team the other day that went as follows:

- Q.) Does your outbound speech solution work with any existing dialler?
- Q.) How do you address any data protection rule when making outbound calls?
- Q.) Would you need to integrate to our CRM or workflow system to get the data for our outbound calls?

If media gateways, IVR, CTI, voice biometrics, open-standards or project methodology terminology is your bag (or any other tech subjects), we'd definitely like to know! Why not submit any questions to us at [techtalk@speechstorm.com](mailto:techtalk@speechstorm.com)

By the way, our responses to the above questions are available [here](#).

## Events and Shenanigans



### Forthcoming events:

August 5th Webinar: The Value of Interactive Outbound Calls in Your Contact Centre

Join us for this one hour Stormcast webinar that will discuss the potential for Interactive Outbound calls in your contact centre. We will also be discussing how our customer, the Environment Agency, was able to use interactive outbound notification to update members of a new initiative as part of their proactive customer care strategy.

Date: Tuesday 5th August, 10am GMT  
Where: Delivered online via GoToWebinar

### Archived Events:

Speaker Verification & Caller Authentication Stormcast with Genesys (web seminars) [Download here](#)

## Contact Us



If you would like to contact us with questions, comments of stories we would be delighted to hear from you; contact me at [j.davies@speechstorm.com](mailto:j.davies@speechstorm.com) or Claire Conroy at [c.conroy@speechstorm.com](mailto:c.conroy@speechstorm.com)