Voice Intelligence (Vi)™
Boosting Workplace Productivity

When it comes to improving your business, no instruction manual guarantees success.

To close deals and get more done, you might feel compelled to make a drastic change, like hiring an entirely new team or overhauling every single operations system.

But this all-or-nothing approach isn't necessarily the answer. Instead, try implementing one change that has far-reaching effects.

Enter: Voice Intelligence (Vi)™

Vi. These two little letters can seem intimidating, but integrating our proprietary, real-time Artificial Intelligence technology into your workplace, has the power to make your team more efficient and effective.

In short, Vi helps you work smarter, not harder, so you can focus on what matters most: building a better business.

Vi tools help ramp up workplace productivity, increase sales, improve customer service, and eliminate time-consuming tasks.

How businesses are using Artificial Intelligence today.

AI-powered technologies are becoming increasingly prevalent in the workplace, particularly in business communications. Companies are using voice transcription, digital platforms, chatbots, and smart assistants to streamline communication so employees can accomplish more. In fact, experts predict that the global chatbot market is expected to grow at a compounded annual growth rate of more than 24%.[1]

And the rising popularity makes sense. Speech recognition technology on its own is valuable because it turns sound into text. Combine that with natural language processing and machine learning, and you have a tool that can not only transcribe voice data but also prescribe what to do with it. Now that's powerful.

[1] "Chatbot Market Size, Share & Trends Analysis Report," *Grand View Research*.
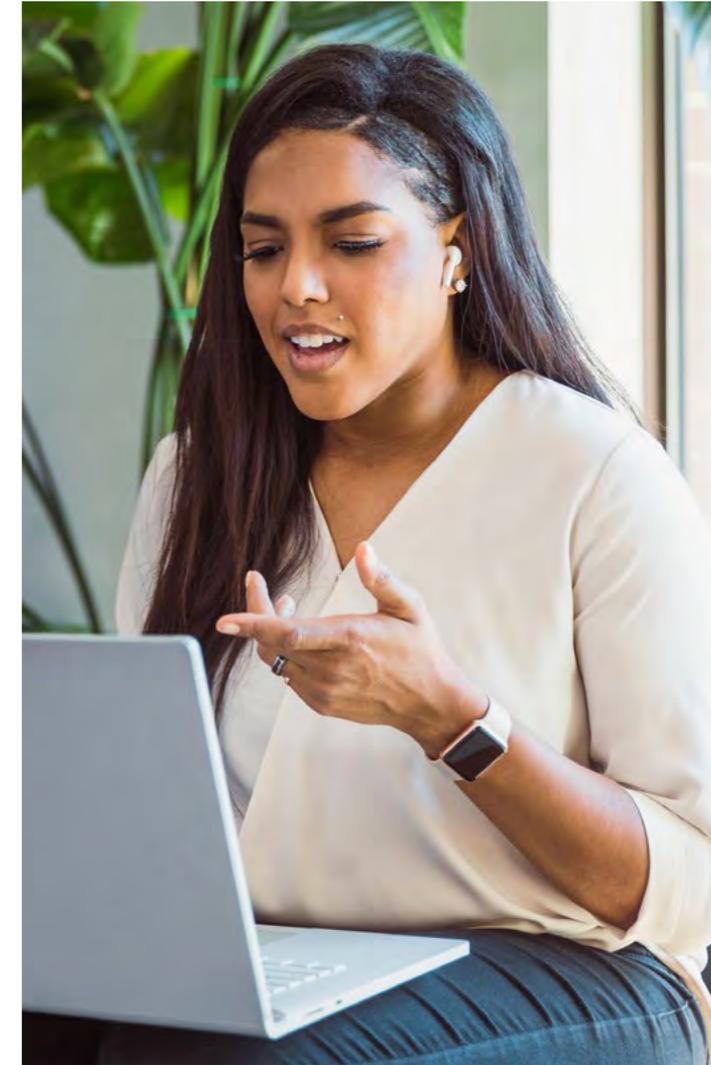
What's the big deal with Vi?

Today, business-grade Vi tools or smart assistants go beyond the basic capabilities of their consumer counterparts, such as Siri or Alexa. Forget answering questions about the weather—these smart assistants help run automated call centers, facilitate customer service, boost marketing campaigns, provide support during sales conversations, and enhance consumers' e-commerce experiences.

And they do it all through their unique ability to store and process massive amounts of verbal data, which they then use to share predictive insights, pinpoint patterns, and offer suggestions. This level of insight can have an incredible impact on business profits and everyday operations, helping employees accomplish more in half the time.
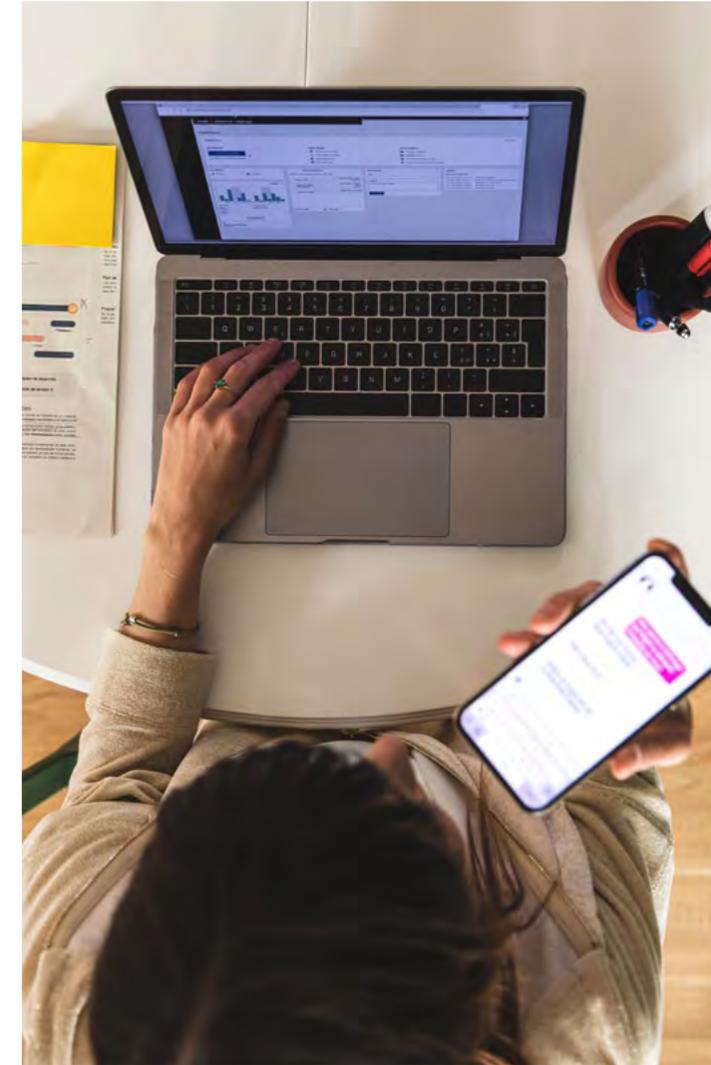
Here are six ways you can use Vi to improve your business

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Track important conversations

02

Eliminate tedious tasks

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Keep customers happy

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Every call counts

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Getting ahead of business

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Make more with less

01

Track important conversations

Strong communication skills are critical in business, but they're hard to improve if you don't know your baseline.

Luckily, Vi can securely track conversations for you. Using natural language processing and machine learning, AI-driven Voice Intelligence transcribes all your dialogue in real time. As you chat with colleagues, customers, or clients, you'll see your conversation typed out in an easy-to-read text-based format that indicates who said what. Key points, questions, brilliant ideas—it's all there.

The best part: using analytics, smart assistants can help you identify patterns and share insights, so you can learn how to be more efficient and thorough on calls. It's like the business equivalent of watching game film—you review the transcript, make any necessary adjustments, and watch as your communication gets better with each call.

Like you, Vi is always evolving. It learns from every conversation, so the more you use it the more accurate and nuanced the transcriptions become.

Real-time transcription combines the best of both worlds: the ease and fluidity of talking on the phone with the accuracy and permanence of a written message.

02

Eliminate tedious tasks

If you've ever taken notes during an important call, you know how counterproductive it can be. It's easy to get sucked into a scribbling vortex trying to capture the details of a discussion, only to find that halfway through the call you've stopped listening and completely lost track of the words coming out of your own mouth. We get it.

Fortunately, there's a better way to conduct calls—one that doesn't leave you with a scattered brain and cramped hand.

Instead of taking notes, just scan the real-time transcript of your chat and highlight the important points and takeaways. Actually, Vi will do that for you. Vi organizes key details and action items as 'moments' to review after a call ends. Think: send John the file by Friday at 2 PM, update spreadsheet, or schedule a conference call for next week.

When you scrap tasks like note-taking and list-making, you can dedicate more time to big-picture projects that propel your business forward.
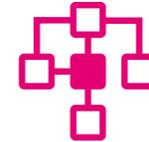
With Vi, you can do the talking and let the algorithms do the heavy lifting.

03

Keep customers happy

Customer service, much like getting through airport security or going to the DMV, can be challenging even on a good day. And the most confident and capable support agents can still find themselves in difficult territory if a customer is angry or upset.

Vi can monitor calls between your agents and customers, and provide live sentiment analysis based on the language and context used. From there, call center supervisors can pinpoint exactly which calls are at risk, so they can intervene before it's too late.

The key to stellar customer service is learning how to decipher a customer's emotional tone and respond accordingly. The right technology can help!

04

Every call counts

In a world that relies primarily on email and apps to conduct business, many people label phone calls as outdated or tedious. In actuality, they're anything but. Having a real-time conversation is simple and efficient—and your business' tech should reflect that.

A unified cloud communications platform automatically integrates with the programs you use every day, like Zendesk, Salesforce, and G Suite. So, instead of toggling back and forth between applications to locate customer information on a call, you can see everything on one user-friendly interface.

This doesn't just arm you with more information to properly attend to a customer's needs, it also saves you time and allows you to stay more engaged.

With Vi, you can make the most out of every conversation.
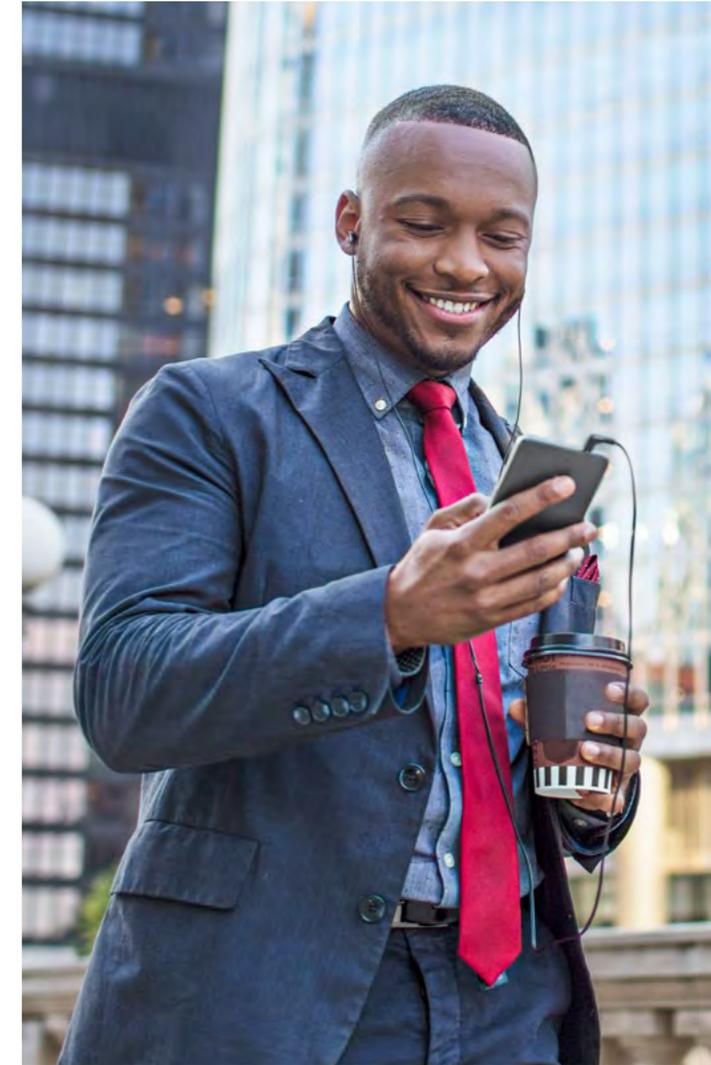
05
Getting ahead of business

When you're busy growing a business, the little items on your to-do list add up. Between follow-up emails and post-call questions, a 15-minute phone chat can eat up an hour of your time. Instead of wasting time on rote administrative duties, hand the work off to Vi.

After every call, smart assistants automatically organize your transcript, notes, and action items into an easily digestible summary. No more racking your brain trying to remember important information—everything you discussed is laid out in front of you as soon as you hang up.

You can even share the summary with your team members and clients in just a couple clicks. This eliminates tiresome back-and-forth emails that recap your conversation.

And with Vi carving out more space in your daily calendar, you can use the extra time to be proactive with your work instead of playing catch-up.

Focus on the talking—let Vi do the rest.

■ **Post-call summaries**

■ **Detailed notes**

■ **Action items**

06

Make more with less

Remember when managers used to sit in on sales calls to observe the conversation and offer tips? This approach can certainly help strengthen client relationships and garner more sales, but it's not always the easiest or most time-efficient strategy.

Instead of huddling around the speakerphone, bring Vi, our AI engine, into the mix.

Say, for example, that a potential client mentions one of your competitors on a call, and you're not sure how to move the conversation forward. No need to scramble for a response—Vi can provide real-time assist (RTA) cards with relevant talking points and information, so you can respond with confidence and steer the conversation back on course.

Beyond real-time recommendations and assistance, Vi is there to help you nail it on future calls, too. The technology shares predictive insights about your conversations, so you can make changes to refine and adapt your sales technique.

Using real-time transcription, a smart assistant can act as a digital coach to guide you through tricky moments and help you stay on track.

Vi's got it from here

Giving your business an edge starts with sharpening the way you work. Vi tools take the stress and monotony out of your daily to-do list and act as whip-smart digital assistants and coaches.

The result: streamlined communications, higher customer satisfaction, and greater productivity.

Voice Intelligence (Vi)™
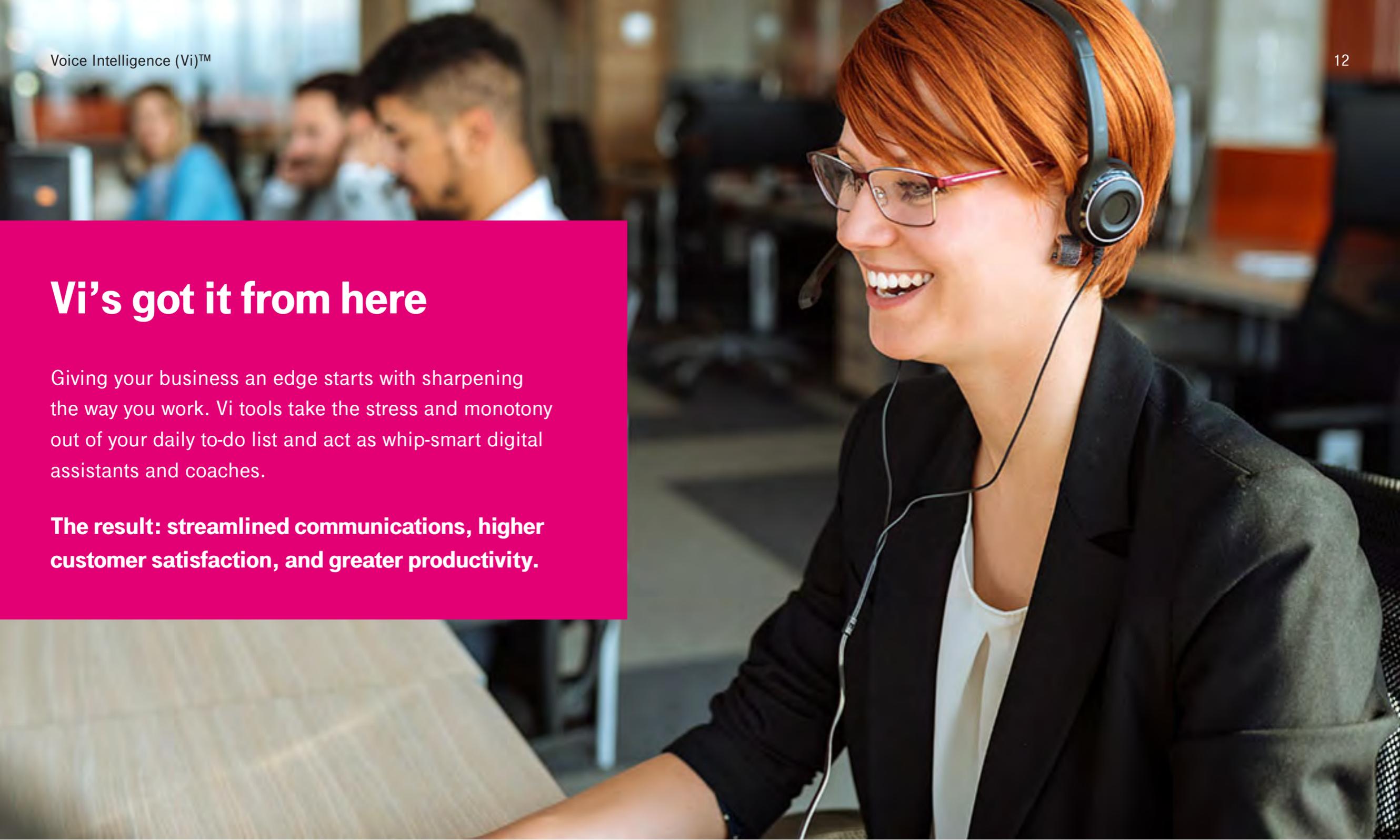
Reliable business communication from virtually anywhere

The T-Mobile supercharged 5G network and business communications app from Dialpad helps your team talk, text, and meet with their customers, and each other, from virtually anywhere.

We give employees true mobility with a business number they can use on almost any device with advanced features like Voice Intelligence™, an AI-powered personal assistant that sets next best actions from voice transcription and commands, and native integrations to cloud business apps to stay productive.

Stop paying for un-used desk phones and managing a complex on-premise PBX. Switch to a mobile-first, Unified Communications as a Service (UCaaS) solution that provides full business phone functionality, and deploys in minutes.

Ready to simplify how your employees communicate?

If you're ready for a lasting solution for your business communications, discover what T-Mobile's network and our AI-powered communication platform by Dialpad can do for you. We'll guide you through the process, and work with you to create the perfect communications plan for your business.

Get simple-to-use and easy-to-deploy cloud solutions. Find out how our collaboration tools can help you succeed in today's mobile-first environment.

Let's talk
1 (877) 637-0212