

AI-Powered Solutions

AI-Powered IVR Solution Overview

Real-Time Conversational Voice Platform
for Contact Centers

Wragby Business Solutions

www.wragbysolutions.com

AI TECHNOLOGY

Real-Time AI-Powered IVR Platform

Replacing traditional DTMF-based IVR systems with a fully conversational, low-latency voice interface — designed for high-volume banking, insurance, and telecom environments.

THE CHALLENGE

Traditional IVR

Traditional IVR systems are rigid. They rely on "press 1, press 2" flows that ignore context, frustrate customers, and are incredibly costly to maintain. These legacy systems represent a bottleneck in modern customer service.

Customer Frustration

High Operating Costs

Limited Flexibility

Poor Peak-Time Performance

OUR SOLUTION

A Fully Conversational AI Voice Assistant

We replace traditional IVR with a real-time, AI-powered conversational voice system.

HOW IT WORKS

1

Initial Call

Customer calls your support line.

2

Real-Time Listen

The AI listens in real time.

3

Understanding

Understands the request instantly.

4

Smart Response

Generates a smart response.

5

Natural Speech

It speaks back naturally.

6

Context Handover

Transfers with full conversation context.

TECHNICAL OBJECTIVES & BUSINESS IMPACT

Built for Scale, Measured in Outcomes

Technical Objectives

-  **Low Latency**
Maintain low latency in full streaming mode.
-  **Concurrency**
Support high concurrent users effortlessly.
-  **Reliability**
High availability and fault tolerance for critical services.

Benefits of AI IVR

-  **Reducing Operational Costs**
Automate routine inquiries to lower overhead and optimize resource allocation.
-  **Enhancing Customer Satisfaction**
Provide instant, natural responses that eliminate wait times and menu frustration.
-  **Increasing Scalability**
Handle thousands of concurrent calls without increasing headcount or infrastructure complexity.
-  **Improving Service Consistency**
Deliver high-quality, standardized support 24/7 across every single interaction.

Ready to modernize your contact center?

Talk to our team about deploying AI-powered IVR for your organisation.