

Eckoh[®] Conversational AI agents

Eckoh's conversational AI Agents automate up to **90%** of routine engagements with your customers, with the ability to resolve basic queries, automate tasks, and take secure payments.

Challenges

Customer expectation is high. They want great service, fast.

Contact centres are facing ever rising costs and increasing risk, especially when it comes to payments.

And then there are the questions raised by AI transformation. Is it accurate? Secure? Easy to use? Is it going to save, or better yet, make, money?

80% of consumers abandon brands after **negative experiences**.

45% of organisations struggle to maintain **regulatory compliance** in their contact centers.

Solution

A conversational AI agent that focuses on delivering trust, security, and compliance for your contact centre.

All while driving contact centre revenue with the ability to process secure payments.



Customer identification and verification



Process secure payments



Secure data capture



Answer complex questions



Book and manage appointments



Track orders

Help your business improve...



Contact centre revenue

Automate up-sell, cross-sell, and customer retention with AI agents that can **process secure payments** in the customer's channel of choice.

Transform your contact centre from a resource drain to a **revenue driver**.



Customer experience

AI agents get the customer to the information or service they need **immediately**.

Reduce wait times to 0. Improve **resolution time and rate**. Allow customers to **self serve** more effectively. Provide **24/7 availability** with minimal effort. All in over **30 languages**.



Operational efficiency

Automate up to **90%** of routine engagements. Free up your skilled agents to work on more complex and/or valuable engagements



Security and compliance

Our **hybrid AI model** combined with advanced guardrails provides a uniquely robust AI agent, setting the standard for security and compliance in the contact centre.

Eckoh **automatically masks sensitive data** in real time, ensuring it's never 'seen', 'heard', or stored.

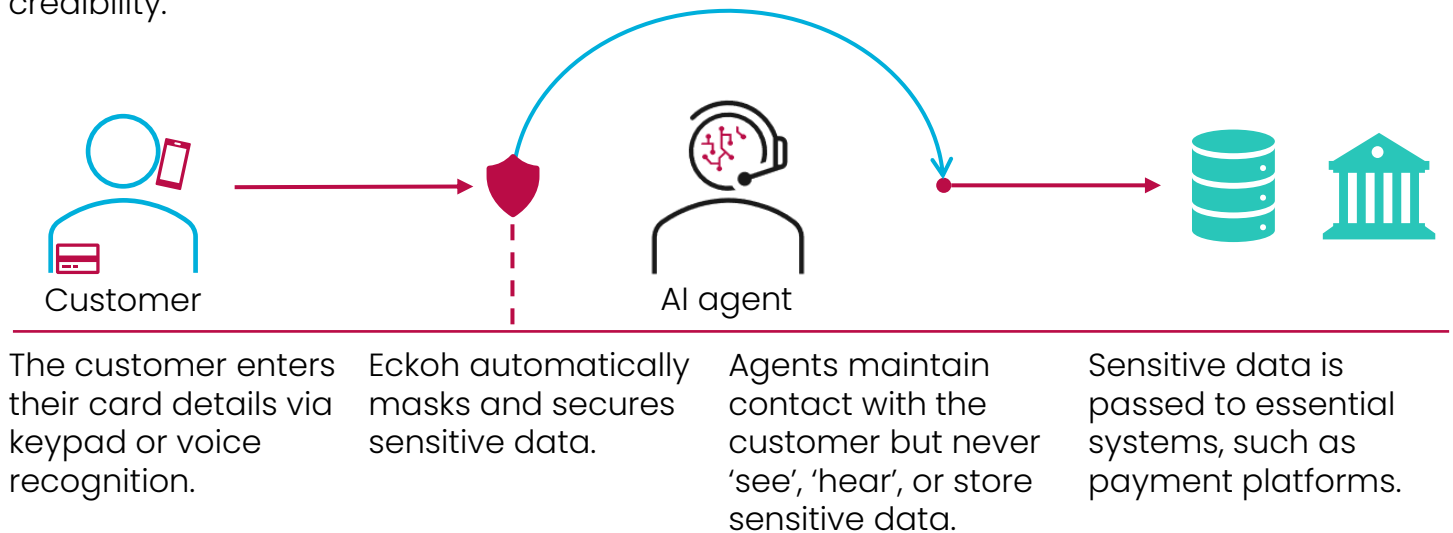
This minimises the risk of fraud and massively reduces the burden, cost and resources required for compliance with regulations like **PCI DSS**.

How does it work?

Clunky and complex payment processes create a poor customer experience.

Eckoh's AI agent can process secure payments within the customer's channel of choice, reducing drop offs associated with moving away from the channel of choice or lack of payment methods.

Our focus on **data security** also provides an extra layer of trust for your customers. A secure environment can help reduce hesitation, shorten call times, and reinforce brand credibility.



No sensitive data enters the contact centre environment. This provides a huge relief from the burden of compliance by massively reducing the scope from over 300 controls to less than 20.

Why Eckoh?

We've been pioneering transformational contact centre technology for decades. Over 200 enterprises across the world trust us with billions of pounds in transactions every year.

Eckoh specialises in quick and efficient deployment to complex environments. The solution is tailored to your unique business processes, supporting both modern platform integrations and legacy internal systems.

Around 80% of conversational AI deployments are chat only, which means many competitors lack experience with the complexity of voice deployments. Our history and expertise with voice will help ensure a rapid and successful deployment.



The Eckoh platform was built from the ground up to meet the highest levels of security and compliance, in accordance with the highest industry standards.

Find out more at <https://www.eckoh.com/>

