

ARTIFICIAL SOLUTIONS

Teneo.ai Launches Conversational IVR Plugin for Amazon Connect

[Teneo.ai](#), a global leader in the field of contact center automation, announces the launch of its latest plugin that seamlessly integrates the Conversational IVR solution, [OpenQuestion](#), with [Amazon Connect](#). This groundbreaking integration empowers Amazon Connect clients to optimize efficiency, enhance customer experience and streamline call routing, leading to significant cost reductions.

Advancing Conversational IVR Solutions with Best-in-Class Integration

Building on the success of their OpenQuestion integrations for [Genesys Cloud CX](#), [Google Cloud](#), [Microsoft](#), and GPT, Teneo.ai continues to showcase its commitment to providing robust and scalable Conversational IVR solutions. By seamlessly orchestrating top contact center platforms and technologies, Teneo.ai enables Amazon Connect customers to elevate their Key Performance Indicators (KPIs) by reducing misrouted calls, IVR abandonment rates, and enhancing service levels, automation, and Customer Satisfaction (CSAT). With just a few delivery sprints, AWS Connect implementations will experience heightened efficiency and offer customers an unparalleled experience.

Revolutionizing Call Routing with OpenQuestion

OpenQuestion, powered by Teneo's award-winning SaaS platform, revolutionizes call routing by replacing outdated touch pad-based and voice-based IVR menus with advanced conversational routing and automation. With support for 86 languages and dialects, OpenQuestion seamlessly integrates with the Amazon Connect ecosystem, providing organizations the opportunity to enhance their Lex investments, boost service levels, and accelerate time-to-value.

Streamlined Omnichannel Experiences for Maximum ROI

For organizations seeking omnichannel experiences, Teneo's solutions deliver unified interactions across languages and channels, maximizing return on investment (ROI). Leveraging the power of Amazon Connect, OpenQuestion ensures accurate user routing to the right agent through natural conversations powered by Artificial Intelligence (AI). This approach establishes a strong foundation for end-to-end automation, benefiting businesses such as [Telefónica](#) and [Swisscom](#), which have witnessed remarkable improvements in their contact center KPIs, including an 18-point increase in Net Promoter Score (tNPS), 39 million in ROI, and a 90% improvement in intent recognition.

Features of OpenQuestion's Conversational IVR Solution

OpenQuestion's out-of-the-box Conversational IVR solution offers a range of powerful features designed to enhance customer experience and optimize contact center performance:

OpenQuestion's out-of-the-box Conversational IVR solution offers:

- Pre-built flows for direct routing and conversational clarification when users don't provide sufficient information

- FAQ and common situation handling such as empty inputs, nonsense, user-requested repetition and very long inputs
- Callback functionality, sentiment analysis and summarization before handover to the agent
- Positively impacts key contact center KPIs by increasing NPS and automation while reducing misroutes, redials and transfers between agents

[Mykola Sochynskyi](#), Global Partner Manager of Artificial Solutions, said:

“As voice remains the preferred channel for customers to reach customer service, and concurrently is the most expensive one to maintain, the Teneo.ai team is investing in expanding native connectors with market leaders like AWS Connect. This connector has been warmly welcomed by our customers and delivery partners.”

Discover how OpenQuestion can enhance NPS, increase automation, and reduce redials by visiting this [link](#).

For further information, please contact:

[Mykola Sochynskyi](#), Global Partner Manager, Artificial Solutions

About Teneo.ai

Our vision is a world without queues, without keypad navigation, with instant service. We're proud to transform the customer experience for hundreds of millions of consumers around the world, powering millions of interactions every day across our enterprise client base.

Our customers replace traditional phone keypad-based menus with welcoming, short, and precise full sentences – OpenQuestion. The solution is based on our award-winning SaaS-platform Teneo, which runs across 86 languages and dialects and is fully integrated with call center and contact center systems. Teneo.ai, Teneo and OpenQuestion are registered brands by Artificial Solutions.

With love from Teneo.ai, a brand from Artificial Solutions.

Learn more at [Teneo.ai](#). Follow us on [LinkedIn](#).