

ARTIFICIAL SOLUTIONS

OpenQuestion Set to Ease Consumer Frustrations, Tackling the £126 Million Call Abandonment and Misrouting Problem in UK Contact Centers

We've all been there - stuck on a phone call with an automated service, unable to reach the right department, or worse, giving up on the call out of sheer frustration. According to a recent joint study by [Teneo.ai](#) and [ContactBabel](#), these common customer pain points result in abandoned calls and misrouted calls costing UK contact centers an astonishing £126 million annually.

The report reveals a significant inefficiency in telephony self-service: of the 3.2 billion calls in the UK handled annually via self-service, a startling 9% are not resolved immediately. This lack of resolution results in the staggering annual costs for UK contact centers.

Other key findings from the study include:

- Phone support is the top choice for consumers, with 31% of UK customers preferring it.
- 66% of UK organizations agree that customers should call the contact center for complex queries.
- Caller authentication is slower due to stricter testing, with a 90% increase since 2010 in the UK.
- UK businesses spend £5m annually on customer identification.
- Telephony self-service saves UK businesses around £2bn annually, with potential for further savings.
- Next-gen IVR tech, like OpenQuestion by Teneo.ai, can improve intent recognition by 95% and cuts around 8% of the total call volume cost.

[OpenQuestion](#), a groundbreaking solution from Teneo.ai, is set to address these issues head-on, aiming to transform the poor customer experience associated with telephony self-service.

"With OpenQuestion, we're focusing on making self-service interactions smoother, more intuitive and effective. Our goal is to reduce the high rates of call abandonment and rectify the costly issue of misrouted calls," said [Per Ottosson](#), CEO of Teneo.ai, a subsidiary of Artificial Solutions.

Designed to guide customers seamlessly through their self-service interactions, OpenQuestion's AI-powered Conversational IVR system addresses an industry-wide pain point, setting a new benchmark for telephony customer service. Decreasing call abandonment rates and improving call routing accuracy doesn't only result in substantial cost savings for businesses but also elevates the overall customer experience significantly.

The AI-driven Conversational IVR system of OpenQuestion is designed to guide customers through their self-service interactions in a user-friendly way, addressing a long-standing issue in the industry and setting a new standard for telephony customer service. This reduction in call abandonment and the increased accuracy in call routing not only save businesses millions but also significantly enhance the overall customer experience.

In 60 days, OpenQuestion can deliver service to your customers in parallel to your existing IVR – no migration needed. It offers a beacon of hope to consumers who have long struggled with inefficient telephony self-service systems.

To download the free report, visit:

<http://www.teneo.ai/learning-hub/reports/contact-center-automation-2023-report>

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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 www.teneo.ai.