

# [24]7 Voices™ Product Insights

High containment and speech recognition rates, and dwindling agent transfers, all signal an exceptional customer experience for [24]7 Voices users.

Another notable finding:

2021 data shows you'll **cut costs 35 percent**.

Change the conversation and visit

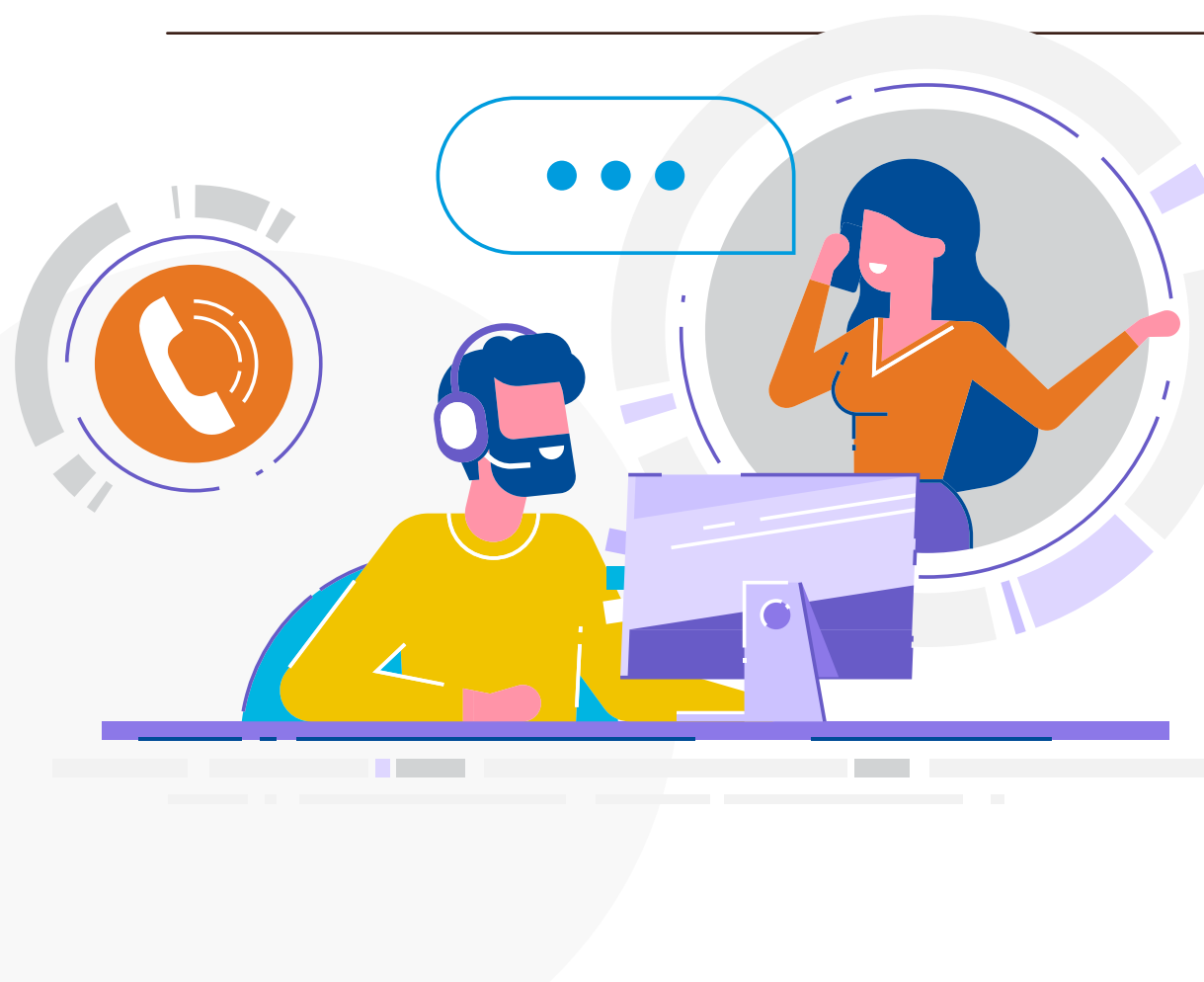
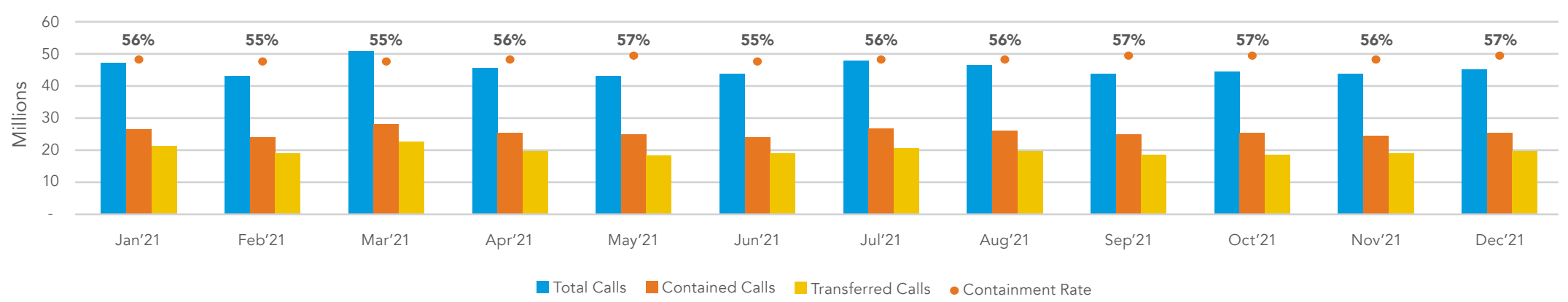
[\[24\]7 Voices product page](#)



## 56% CONTAINMENT RATE: BEATS INDUSTRY AVERAGE

Average containment rate is **56%** (50% is the industry average), saving customers **35%** for a collective **\$760M** annual cost savings.

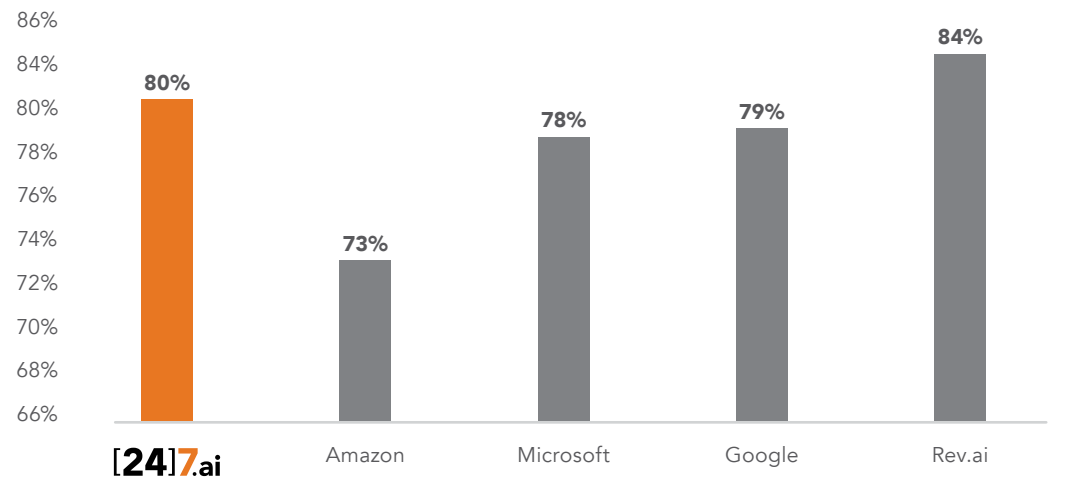
IVR Containment



## 80% SPEECH RECOGNITION RATE: SECOND-BEST IN INDUSTRY

250 FAQ and transactional journeys serviced across verticals with **80%** speech recognition rate.

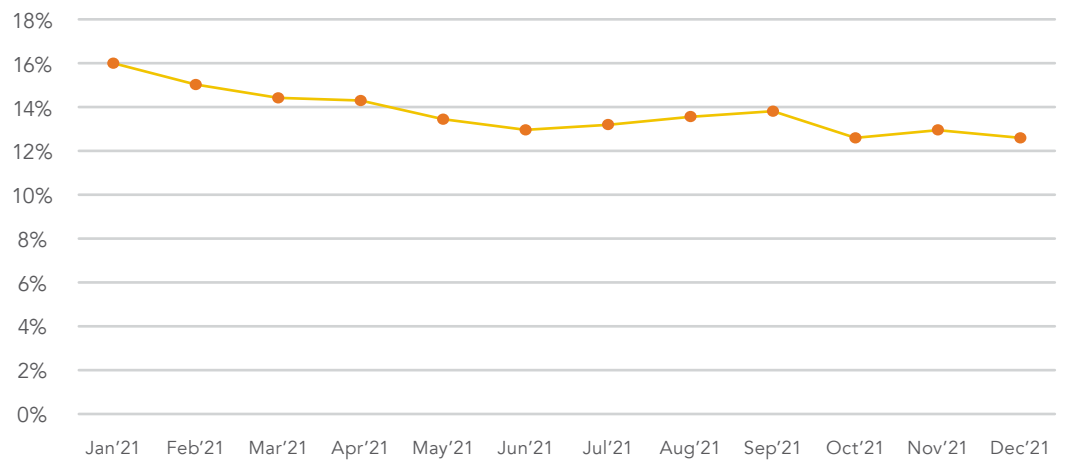
Speech Recognition Rate



## 1.2% AGENT REQUEST TRANSFERS: DECLINING

**1.2%** fewer requests for agent transfers in the second half of 2021 compared to the first. Indicates better issue resolution and improved CX.

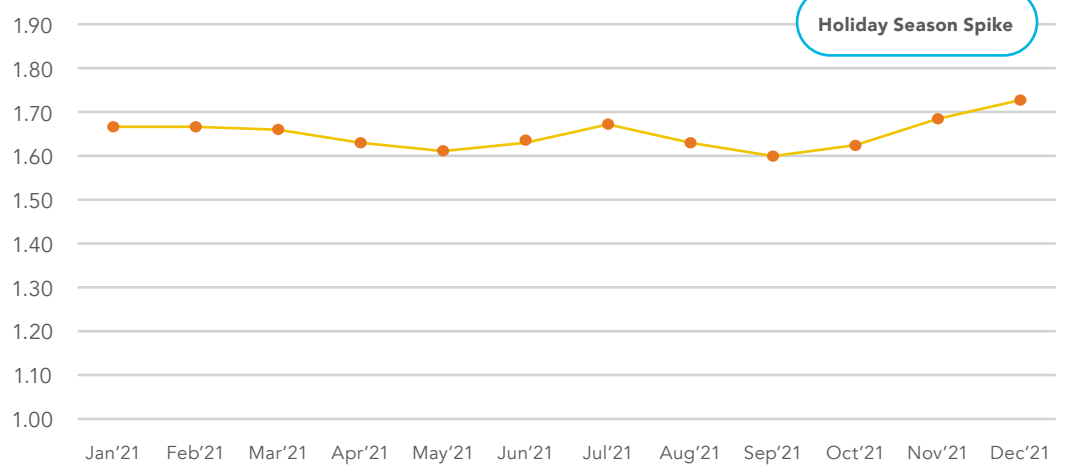
Agent Request Transfers



## 1.60 AVERAGE CALLS PER CALLER: HOLIDAY SPIKE

Increasing call volumes plus a reduction in repeat calls indicates a growing number of callers and better issue resolution.

Average Number of Calls per Caller



## 40 seconds AVERAGE CALL DURATION: SHRINKING

**40 seconds** saved per call (56% of total call volume) adds up to **\$15M** in cost savings, quicker resolutions, and improved customer experience.

Average Call Duration

