Vonage Real-time Intelligence Partnership Enhancements and Use Cases

For developers looking to build their own solutions, Nexmo, the Vonage API platform, and AI vendors have partnered to provide developer tools to easily build real-time enterprise intelligence engagements.

- **Amazon Lex Conversational Bots:** Amazon Lex provides the advanced deep learning functionalities of automatic speech recognition (ASR) for converting speech to text and Natural Language Understanding (NLU) to recognize the intent of the text. With Amazon Lex, the same deep learning technologies that power Amazon Alexa are now available to any developer, enabling users to quickly and easily build sophisticated, natural language conversational bots ("chatbots"), using the Nexmo Voice API.

- **Google Cloud Speech-to-Text and Dialogflow:** With Nexmo, enterprises can now use Google Cloud Speech-to-Text to perform real-time transcriptions in various languages to improve the customer experience. Using Dialogflow and Nexmo real-time communication power users can easily create AI-enabled conversational flows.

  - o As an example - **Talkpush,** a Nexmo and Google Cloud customer, now leverages Google Cloud Speech-to-Text, Dialogflow, and Nexmo APIs to accelerate millions of conversations annually between recruiters and job seekers. The initial exchange starts with Natural Language Processing-enabled chatbots, then connects the matching parties through live chat and live calls on the Talkpush CRM. The data captured in real-time populates the candidate profiles and augments the recruiters' ability to serve job seekers in a faster, more personalized way.

- **Microsoft Azure Cognitive Services Translator and Speech to Text:** Combining Microsoft's translation software, Microsoft Translator, with Nexmo's native language support gives developers the power to personalize customer engagement. With real-time translation in place, callers can speak with agents in their native language without having dedicated agents for all languages.

  - o Developers can also now use Nexmo's WebSocket endpoint and Microsoft's speech-to-text conversion output to enable real-time transcription of customer engagements, agent monitoring and analytics, and sentiment analysis.

For both users and brands looking for a pre-built AI-application, Nexmo is enabling new ISV partners and BOT platforms to improve customer engagement with artificial intelligence, which opens up the ability to create real-time intelligence scenarios:

- **i2x:** i2x is a real-time communication coach and analyzer that incorporates company-specific data to identify best practices and coach agents automatically. With this new partnership, i2x leverages Nexmo and its WebSocket capability to connect voice calls to their own Automatic Speech Recognition and analytics engine.

- **MuleSoft:** MuleSoft's Anypoint Platform™, an advanced enterprise platform for designing, developing and managing APIs and integrations, is enabling Nexmo users to deliver customized customer experiences, such as translation. With the power of Anypoint Platform, Nexmo users can retrieve a caller's preferred language by making an API call to the organization's CRM system, enabling real-time translation according to user preference, with no need for an Interactive Voice Response.

- **OneReach:** With the new Nexmo partnership, OneReach allows non-developers and developers to quickly and affordably pilot and deploy 1-way or 2-way conversational experiences including appointment reminders, ecommerce order management, and financial services, such as bill pay. Easily deploying across multiple channels, strengthening analytics, and rapid adoption of AI can result in meaningful financial gains and competitive advantage.

- **Over.ai:** Over.ai is a natural language AI voice platform built to handle complex interactions between business and customers over phone lines. With exceptional conversational capabilities, Over.ai enables businesses to connect with customers seamlessly in a human to human like conversation, lowering operational costs and significantly improving service levels. Using Over.ai and Nexmo, developers and enterprises can easily build inbound and outbound AI services to benefit from an effective, customized, 24/7 call center solution, all natively integrated to any telephony operation.

- **VoiceBase:** VoiceBase supports Nexmo's new split recording capability to allow for dual-channel recording in its agent assist solution. VoiceBase and Nexmo together can now provide optimized AI-enabled on-call and post-call monitoring and agent performance tracking ("automodeling"), improving and enriching the customer experience. For example, call centers can enable automated escalation of calls to agent supervisors if the sentiment score of a call dips below a certain threshold.

- **Voicera:** Voicera is the platform behind Eva, an AI-enabled enterprise virtual assistant that listens, takes notes and identifies action items and decisions in meetings. Eva sends notes after meetings for sharing and follow up. Using Nexmo with its transcription engine, Voicera is also able to create a useful visual of the discussion.