



Dronn robotic outsourcing call centre is capable of replacing human agents in call center operations and improve speed, quality and data output. We offer complete campaign management from process setup to reporting. Target groups are Enterprise and SME companies that wish to automate repetitive call centre processes.

	Dronn	Human agent
Effectiveness	Available 24/7. Centralized experience shared by all Dronn agents - no distributed learning/reporting. Average time engaged in conversations is 55 minutes per hour. Multi-lingual.	Available 35 hours a week. Average time engaged in conversations is 35 minutes per hour.
Organization	Service outsourcing agreement. Unlimited scalability of Dronn agents. Campaigns fully maintained and executed by our operational team through our private on-premise infrastructure. GDPR complaint. Monthly subscription fee.	Hiring/training/dehiring process loop, office space, equipment, IT licenses, training, motivating system, management, supervision.

Insight: effectiveness of debt collection calls

Apart from robot's inherent over-performance vs. human agent there is also another very interesting reason for great outcomes of debt collection campaigns: inevitability effect. Dronn agent has no empathy and does not have to make excuses for it. This makes average call shorter as Dronn consistently tries to receive a repayment date declaration and does not negotiate.

Examples of processes already implemented with Dronn

- Debt collection (most frequent process; customers in banking and loan companies)
- Customer segmentation integrated with statistical models
- Confirmations and statements
- Marketing questionnaires
- Lead/Prospect validation (including call transfer to sales process operated by human agents)

Insight: c-sat

Dronn scripts are currently relatively simple and therefore robotic calls obviously can not reach or exceed human experience so far. Our surveys show for example that call abandon rate is higher than that of human agent calls. Despite that as our Case Study shows the overall results of robotic campaigns already over-perform human agents. We keep carrying on intensive development of Dronn, including our Natural Language Processing engine and our capabilities to robotize more processes are growing every day.

Case Study



- Alior Bank became the leader of call centre robotization in Poland with 70 Dronn agents in use
- 2017 stats: 1,2M soft debt collection calls, 1,3M segmentation questionnaires, 77K FATCA confirmations
- In 2017 10 Dronns implemented in debt collection process resulted in transfer of 19 agents from debt-collection call center process to other processes within the bank
- Dronn allowed implementation of certain processes that would be uneconomic for human call centre operations - costs were cut up to 85%
- Dronn agents are dynamically assigned to processes depending on current priorities within the list of processes
- 10+ international awards for Dronn implementation



- We are a producer of voice solutions based on speech recognition and voice biometrics; founded in 2011; HQ in Cracow (PL)
- references in banking, finance, insurance, telco, public, utilities
- very strong technology skills: *digital signal processing (DSP), voice biometrics, speech recognition, speaker recognition, speech synthesis, natural language processing (NLP), artificial intelligence (AI), deep neural networks (DNN), machine learning, data science*