



VOICE PROVIDER
PART OF ADDNODE GROUP

Partner onboarding



Discover what Voice Provider can
offer you as a partner



Voicebot Smart

Welcome as a Voicebot Smart Partner!

In today's digital landscape, voice technology and automated solutions play a crucial role in creating a better customer experience. By implementing intelligent solutions, you can effectively help calling customers and provide faster and smoother service.

As a partner of Voice Provider, you get access to our powerful platform Voicebot Smart, where you can easily build and customize your own voicebots for your customers. Our intuitive interface enables you to create intelligent voice services without the need for extensive technical knowledge.

This e-book shows how you can leverage our technology and expertise to create successful, customized solutions. We are here to help you grow your customers!

Voicebot Smart

Why do our partners choose Voicebot Smart?



Easy to deploy in just a few minutes

Intuitive interface allowing you to build and manage your own voicebots

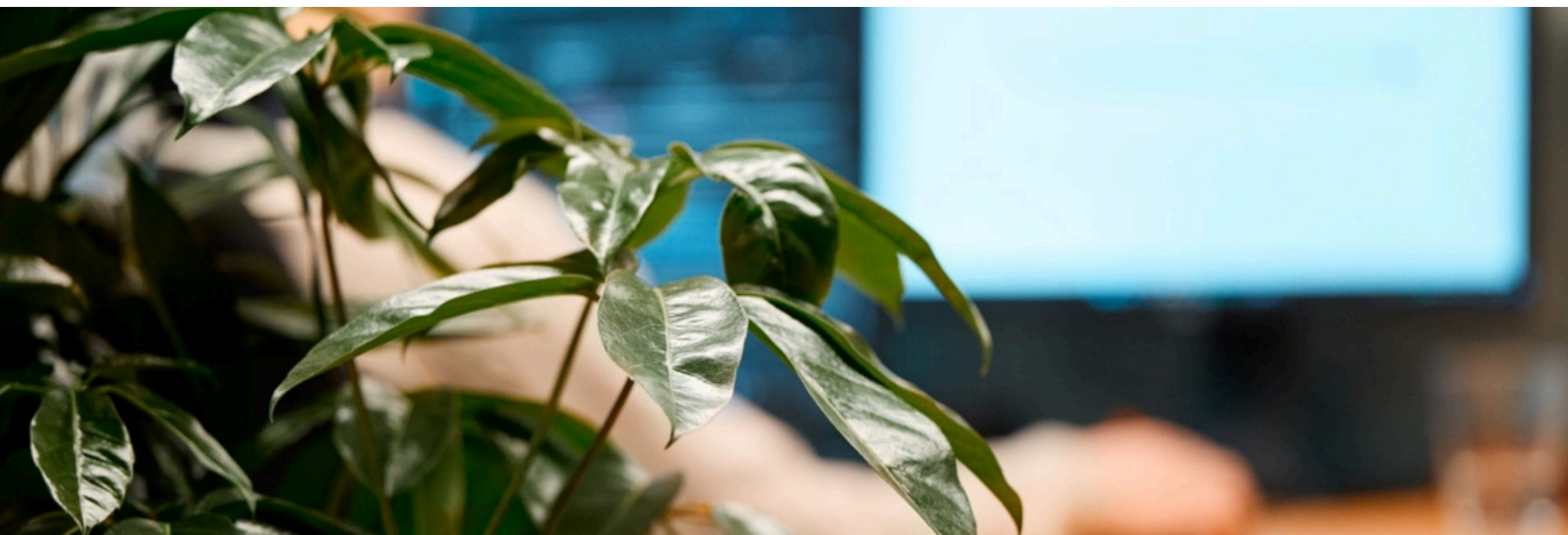


Professional help from our knowledgeable dialog designers is always included

Smart visualizations show you exactly how your voicebot is built



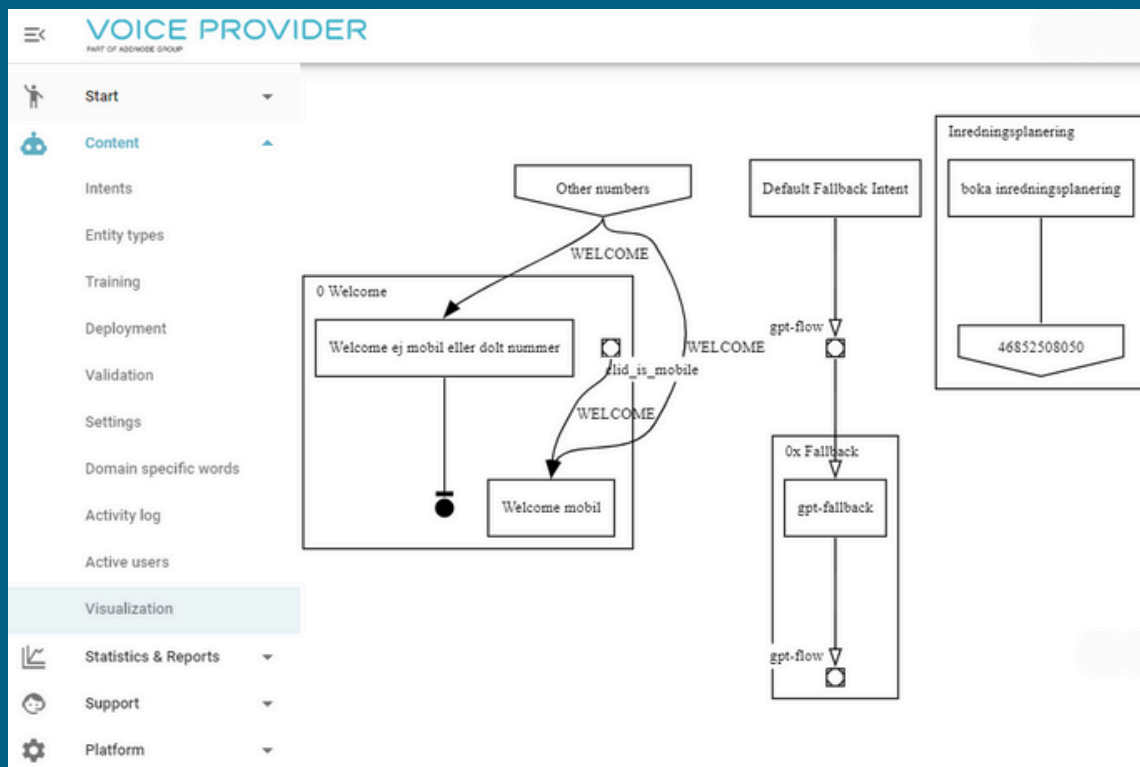
Discover statistics with ease: How are your voicebots being used?



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Advanced features make Voicebot Smart the market's leading voicebot

- The ability to quickly create a superior voicebot by training it with the help of ai
- Identification with BankID as part of your voicebot
- Build smart automations and fallback yourself
- The possibility to follow up a call with an automatic text message to the customer
- Directory GUI, which enables flexible setup and management of directory-based services – for example, automated telephone operators, or store locator services



In Voicebot Smart, your voicebots are automatically visualized as a flowchart - for easier management.

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Onboarding in just a few steps

1

By writing a **cooperation agreement**, we ensure that you know what prices apply when selling a voicebot as an additional service to your customers.

2

We hope you'll soon welcome your first customer! Next, we'll schedule a **start-up meeting** to discuss the customer's requirements. Together, we'll outline the bot's **design** to ensure we have a clear vision of what needs to be built. You'll receive project materials and specific questions to present to your customer, helping you guarantee their satisfaction with the final service.

3

Now, it's time for our initial collaborative **workshop**, where we will explore how to create the bot using the Voicebot GUI. Occasionally, an extra workshop may be necessary to finalize your first voicebot. We're here to support you throughout the process and are always available to answer any questions regarding both design and technical details.

4

Finally, we help you to create documentation for **functional tests**, so that both you and your customer have the opportunity to ensure that the voicebot meets all specified requirements. We then perform a final round of **quality assurance** before the bot is deployed.

5

In the initial weeks, we closely monitor the voicebot and its performance. We assess both specific calls and **system logs**, reaching out to you if any adjustments are required. Additionally, you'll receive an introduction on how to effectively **maintain** the bot throughout its **lifecycle**.

6

Hopefully you will soon get the chance to build more voicebots for your customers. We're always available to help, but soon you'll be **building and deploying voicebots** all by yourself using our intuitive Voicebot Smart interface!

Voicebot Smart

“Voicebot Smart is a great addition to our services!”

Peter Ljungberg, Technical Manager, Teleproffs

Peter Ljungberg and his team have built a first Voicebot Smart with Voice Provider’s new Directory GUI.

“The collaboration with Voice Provider has been smooth from the very start. I appreciate the expertise in dialogue design that Voice Provider has and the support that their team offers throughout the entire process. We can also build and manage our voicebots ourselves in their user-friendly web interface.”



Voicebot Smart

Tips for a successful partnership

At Voice Provider, our mission is to assist you in creating and managing a multitude of voicebots for your customers. By doing so, we aim to ensure that you cultivate satisfied, long-term clients who can take advantage of the latest advancements in voice-controlled automations via the telephone.



We are happy to set up training with your sales staff!

Additionally, all partners get access to demo voicebots they can show their customers.



Don't hesitate to get in touch if you have any questions or concerns.

We are here to help.



You might want to create a reminder for yourself to check and update voicebots in operation 1-2 times per quarter.

A managed voicebot is a good voicebot.

Time	Voicebot ↑	User	Fallback	Properties	More	Recognized user utterances	
2024-07-04 19:46:55	2	1	0				jag vill boka en tid
2024-07-04 19:45:12	2	1	0				lagersituation

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