



Radish Systems Presents 'Voice with Visuals' at SpeechTEK Conference

Presentations feature ChoiceView® phonebots and United Way usage at the world's leading speech technology and AI conference in Washington, DC on April 29, 2019.

BOULDER, CO (April 16, 2019) Radish Systems will have two presentations at this year's prominent SpeechTEK conference attended by global leaders seeking new technologies for business communications. Speech technologies encompass AI (artificial intelligence), natural language processing and an array of customer-pleasing enhancements, such as Radish's ChoiceView "voice with visuals" for mobile enterprise communications. Victor Morrison, Radish's Business Development Executive, will present "Marry Visuals with Bots for Twice the Customer Experience" and David Holland, Mile High (CO) United Way 2-1-1 Manager, will explain how ChoiceView is "Augmenting United Way's Help Center." Both sessions will be held at the Renaissance Washington DC Hotel on April 29th. Learn more at speechtek.com/2019/default.aspx.

The Power of ChoiceView Visual Phonebots

ChoiceView phonebots complement IVR (Interactive Voice Response) systems by adding visual information, such as instantly viewed, tappable menus as an alternative to a long sequence of questions or spoken list of options. ChoiceView phonebots also provide visual responses -- in the form of maps, photos, video snippets, menus, graphics, diagrams, short documents -- along with the phone call. ChoiceView phonebots include AI and natural language processing as inherent capabilities.

As a result, companies are finding improved call containment in the IVR, shorter call handling time, enhanced caller understanding, higher first-call resolution rate, and increased caller satisfaction. Fewer calls are thereby transferred to live agents, which greatly increases self-service, reduces callers' wait times, and reduces operating costs. Importantly, visual phonebots improve the Customer Experience (CX).

Mile High United Way 2-1-1

United Way implemented a visual IVR with Amazon Connect to augment its existing 2-1-1 call center to help people quickly find assistance 24/7. The ChoiceView visual IVR provides smartphone callers with emergency shelter locations in an easy-to-understand visual format. The visual IVR shortens calls, improves call

containment through visual self-service, decreases switching to live staff, and reduces follow-up calls. Learn more at unitedwaydenver.org/2-1-1/.

ChoiceView Advantages

ChoiceView offers the next generation of multimodal communications, allowing visual information and secure data to be shared during a call with callers using any phone, any network, and many display devices. It eases the pain of frustrating automated phone systems (IVRs) and live assistance. It transforms new and existing traditional IVR systems from many vendors into next generation, true Visual IVRs. ChoiceView provides multiple deployment options for IVRs, phonebots, chatbots, and virtual assistants ranging from simple menu changes in an auto-attendant system to including ChoiceView REST API calls directly in an IVR's contact flow. In all cases, ChoiceView is an over-the-top and easily implemented solution which maintains compatibility with existing phones, phone networks, dialing plans and call routing. The patented, HIPAA-compliant technology increases comprehension, problem solving, and recall on calls by as much as 600 percent, helps callers resolve inquiries faster with more clarity, improves overall user experience, and increases business profits. Learn more at TrueVisualivr.com.

About Radish Systems

Radish Systems, a mobile/enterprise software and professional services company, improves the way organizations communicate visually with all callers, including smart mobile device and browser users, through its award-winning ChoiceView Software-as-a-Service (SaaS) platform. ChoiceView is a cloud-based communications service, accessible via web apps and APIs, that adds a transient data channel to traditional voice and SMS communications in a way that's totally compatible with the existing infrastructure. Visit RadishSystems.com and Twitter [@RadishSystems](https://twitter.com/RadishSystems).

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Tags: ChoiceView, United Way, 2.1.1. assistance, live agent, Interactive Voice Response, Visual IVR, true Visual IVR, Visual IVR vendors, omnichannel IVR, Mobile User Experience, Unified Communications, Contact Center, Mobile Customer Support, Radish Systems, Customer Experience, Customer Relationship Management, mobile self-service, visual customer service, mobile applications, web application, voice with visuals, customer engagement platform, live visual sharing, mobile digital engagement, visual automated agents, phonebot, chatbot, Visual Directory.

Sample Tweet: [@RadishSystems](https://twitter.com/RadishSystems) presents ChoiceView 'Voice with Visuals' at [@SpeechTEK](https://twitter.com/SpeechTEK).

Demo: Available at RadishSystems.com/access-the-health-care-use-case-video/.

Visuals: Available at RadishSystems.com/media-center/media-resources/.