

# What Call Flows Should You Automate?

## Discover the best call flows to automate with Replicant Voice

Uncovering which call flows are ripe for automation shouldn't be an intimidating exercise - as this is the first step on your journey to improving the customer experience while reducing call center costs. Use this guide to collect key information to help you evaluate which call flows are best served by Replicant Voice. You'll be up and running in no time, but first, let's talk about identifying the best use-cases and call flows.

### Bring the right data and minds to the table

You're not in this alone! Let's work together to identify the best fit for your business - starting with key stakeholders and data sources to help you identify the right call flows.

#### Key Stakeholders

Call Center Managers

Call Center Operations

Data & Analytics Team

#### Data Sources

Disposition Codes

Call Notes & Transcripts

Anecdotes from Agents

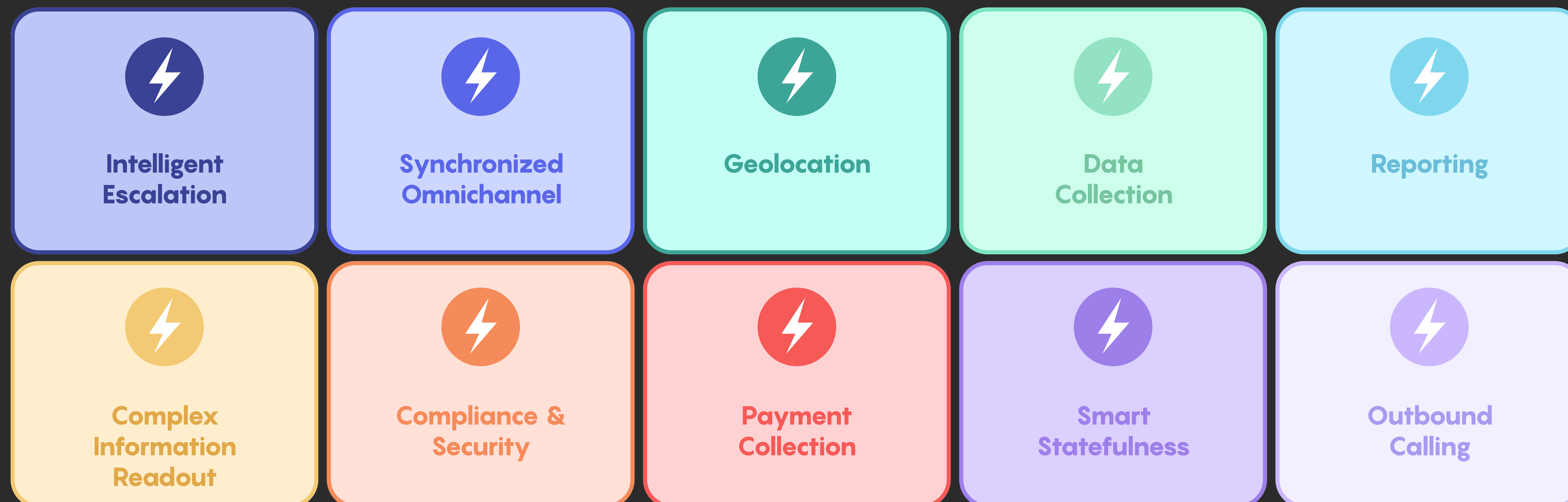
## Identify the right call flows with this helpful checklist

HIGH VOLUME	Identify call flows with thousands of calls per week in order to achieve economies of scale and significantly impact your call center operations and ROI.
LOW COMPLEXITY	Identify call flows that achieve a desired goal like figuring out a payment issue or changing a delivery time or date. These calls are predictable, repeatable, and easy to script.
LOW EMOTION	Identify call flows that require low emotional intelligence and empathy, while evoking low emotion from the customer. Think transactional or operational calls like scheduling a service, updating an address, or requesting a proof of insurance.
CALL SPIKES	Identify call flows triggered by unexpected or expected events that lead to high call volumes like spikes during lunch hours, holidays, seasonal periods, or even one-off surprises like a power outage.
IVR LEAKAGE	Identify call flows in your IVR that are getting stuck, not fully resolved, or prematurely routed to an agent and also meet the criteria above: high volume, low emotion, or seasonally driven.
PERSONALIZED	Identify call flows that would benefit from greater personalization. When integrated with existing software, Replicant Voice can make data dips into CRMs to authenticate callers and recall user information faster for contextual conversations.



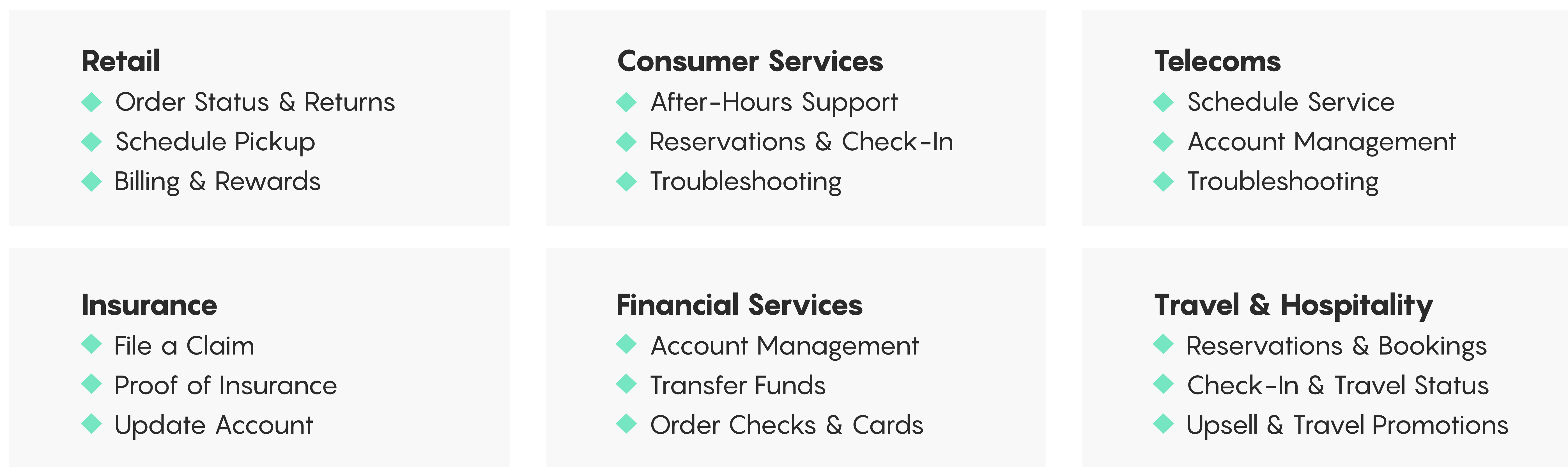
## Leverage Replicant Powers

Scale the best of conversational design best practices with hundreds of pre-built components. Replicant Powers & Superpowers are out-of-the-box components that make it easy to design the most optimal call flows without heavy development.



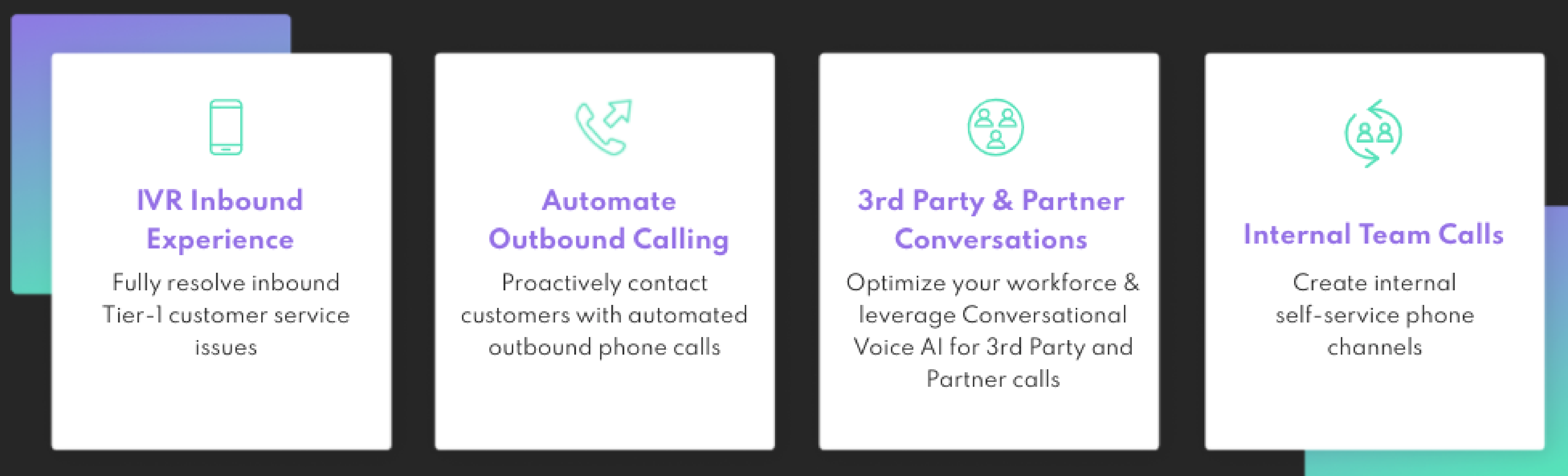
## Every industry benefits from call flow automation

Discover tried and true call flows that industry leaders automate with Replicant Voice



## Boundless possibilities

Explore the limitless ways you can optimize conversations and processes with Replicant Voice



For more information and to request a demo, visit us online at:

[Replicant.ai](https://replicant.ai)