

Results:

- Replaces** legacy IVR system at Peruvian Call Center with Amelia
- Over **7M** calls/month, mobile and wireline customers
- 90.20%** intent recognition
- Latencies/Response times: **2.6s**
- 44%** decrease in customer abandonment rates
- 17.5%** of calls handled without human intervention
- Expanded** customer service to 24/7/365

Telefónica

One of the world's largest telcos with a presence in **15 countries**

