

Traditional AMD's vs. Smart Carrier A.I. AMD

Features	Traditional AMD's	Smart Carrier A.I. AMD
Accuracy related to human connected to the campaigns	The medium accuracy is around 30% - 40%.	The medium accuracy is more than 98%.
False positive rates	High false positive rates – large number of calls with human attendances discarded.	Minimized more than twice in comparison to the traditional systems.
Pre-connect analysis	Not available.	Based on the SIP Early Media on the SIP 183 and SIP 181, the frequency, signal, tones, silences and every previous standard were detected on the signaling before the customer attendance and recognized by the carriers' answering, helping in saving money.
How does it work?	Basic AMD concept: silence and voice analysis. Manual set up of frequencies and tones. It can do a dictionary search, but not in real time.	Possible tuning to recognize the customized answering machines, without any signal or tone, based on the audio patterns taught for the A.I. on a very simple and graphical process.
Any unproductive calls detection	Every message doesn't fit as a silence + frequencies recognized + STT is evaluated as a human, including the calls that are just noise without an understandable speech.	Able to recognize unproductive, mute or invalid number messages.
Decisions over the unproductive calls detection	Lack of details, generic: the type of answering machines are not distinct between them. Example: the IVRs are on the group as the voicemails and electronic secretary.	Everything a traditional AMD does, we do, but more detailed per answering type. The decision to disconnect, connect or play a message can be set per type of unproductive call, being distinguished per customer and even per campaign.
Efficiency	It keeps trying to recognize the speech until matches a standard, it can take much more than 3 seconds and takes to a call delay	The timeout is a time that can be set up and the average time to recognize an unproductive call is typically between 2 seconds and 2.7 seconds.
Customized answering machines	It is not able to recognize accurately customized answering machines.	Due to the audio recognition, the A.I. AMD can detect pauses and the human attendance behaviors to dynamically determine the customized answering machines
Ease of update the standards and ensure the accuracy	Take a long time to update the standards – thousands of calls, call by call.	Easy to update new standards, thanks to Machine Learning mechanism. The audit and clusterization processes help the engineer or contact center manager to easily decide, on a graphical interface, a set of few dozens of audio standards and evaluate the decision per type of call clusterized on the group, instead of doing the process call per call.



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Traditional AMD's vs. Smart Carrier A.I. AMD (cont.d)

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Interventions during the standards updates	When the AMD works, the use is very limited, the enhancement is impossible without affecting the previous standards.	The A.I. machine learning process offers to the user (engineer or contact center manager) on the graphical interface just the new patterns to be updated, the previous ones are still there with the same settings.
Agnostic	Can be applied just to own predictive dialers or to homologated solutions.	By a simple SIP connection, the A.I. AMD is connected to the existing predictive dialers (trusted networks) and the SBCs or carriers (untrusted networks).
Replication	Each deployment is customized and takes so long, doesn't have a pattern that can be applied to customers and would have similar AMD behaviours.	There are global patterns applied from the A.I. Neural Network for more than 50 countries that can be applied in deployment of the first steps, initiating the operations with great accuracy and enhancing using the teaching of the machine learning process (the AMD tuning). It is possible to create an instance and replicate it to other deployments.
Centralized Advanced Routing Engine	There is just the predictive dialer solution.	The solution comes with the Flow module, which can handle multiple carriers' links, balancing, making retry, consulting the route based on an external database and further actions, by avoiding high Spin Rate per destination and High CAPS per link, with STIR / SHAKEN support.
Real time monitoring - per type of answers	Not available.	It is possible to see the number of unproductive calls regarding its respective disconnection cause, per region, per customer and per campaign, per hour and per day.
Real time monitoring - agents answering	Not available.	There are available the customer total time waiting for an attendance per call, the average per hour and per day and the average time the dialers are taking to connect the agents after the AMD connects the productive calls.
Real time monitoring - Call Quality	Not available.	The SIP trunkings connected on Khomp, on both call legs, are monitored and the data is shown on the real time management module.
Integration	Not available.	It is possible to integrate over API to let the predictive dialers take the actions over the data sent by the Khomp A.I. AMD.
Decentralized media processing	Not available.	It is possible to create instances to manage the specifically to manage the Media, in order to scale the resources and keep the existing main instance to process SIP and management.
Transcoding	Not available.	It already comes with the centralized transcoding module and is possible to be integrated with Media Units to be very scalable, without extra costs.
SIP REC support	Not available.	We can create an extra audio call leg to allow the predictive dialers to connect to external SIP Recorders and to external transcription platforms.
Cloud ready	Not available.	Compatible with the main cloud vendors, such as Amazon AWS, Microsoft Azure, Google Cloud Platform and Oracle Cloud.



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