Instant Epic Results
Call volume before vs after Flip

400
200 — Agent Capacity
0

Before Flip   After Flip

Hi, I Can't Locate My Order

LISTEN MODE

Curious about Voice AI but not yet ready for it?
This one's for you 💜

Commitment can be scary, we get it. With Listen Mode, Flip lets you in on what your customers are really calling about so you know which intents to automate first. And it couldn't be easier to launch.
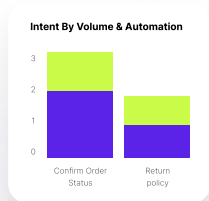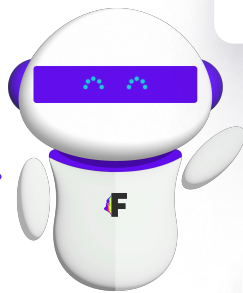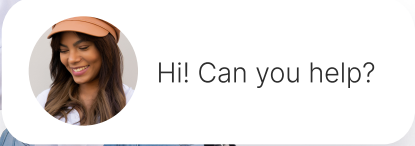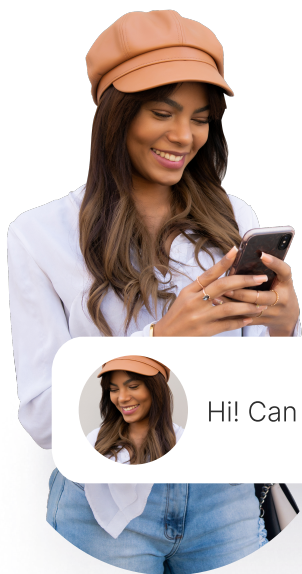
How it works:
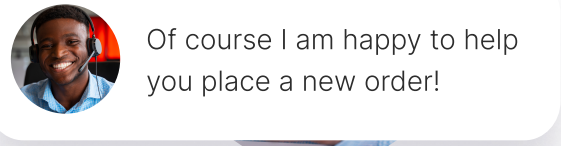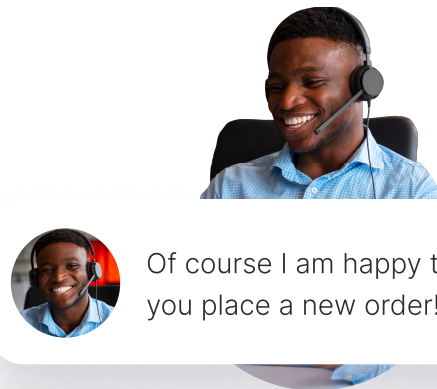
1
Forward calls from your phone system to a Flip number.

2
Flip simply asks for the intent, then passes back into your existing flow.

3
Customer & agent workflow proceeds as usual.

Intent By Volume & Automation
3
2
1
0
Confirm Order   Return
Status   policy

Hi! Can you help?

Or

Of course I am happy to help you place a new order!

"THIS IS THE PERFECT WAY TO DIP YOUR TOES INTO AI AND SEE JUST HOW READY IT IS FOR YOU WITHOUT BURNING ANY TIME OR RESOURCES."

- Mike Vroom, UNTUCKit

Outcomes:

FLIP

1. Distribution of call reasons (intents).
2. Clear picture of the automation opportunity.
3. Additional metrics, like average call duration, per intent.