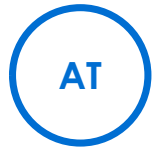




# AI-ENHANCED VOICE COMMUNICATION

IN TRANSPORT & INFRASTRUCTURE

# COMMEND WORLDWIDE



Commend International  
Salzburg, Austria



Subsidiaries



Countries



Employees

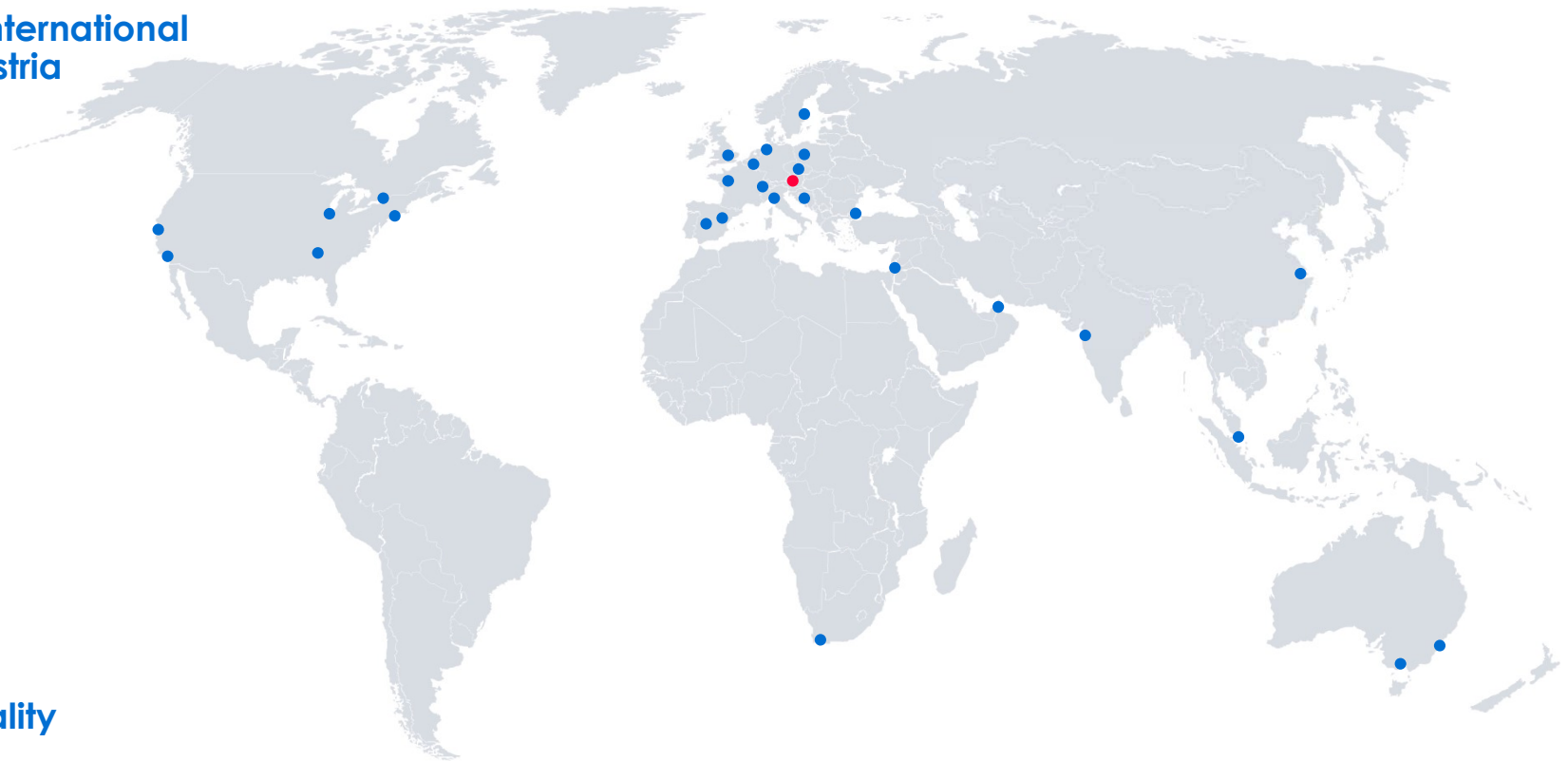


**Certified Quality**

ISO 9001:2015 **Quality Management**

ISO 27001:2013 & IEC 62443-4-1 for **Information Security**

Products with Ex certification, UL conformity, built in Austria



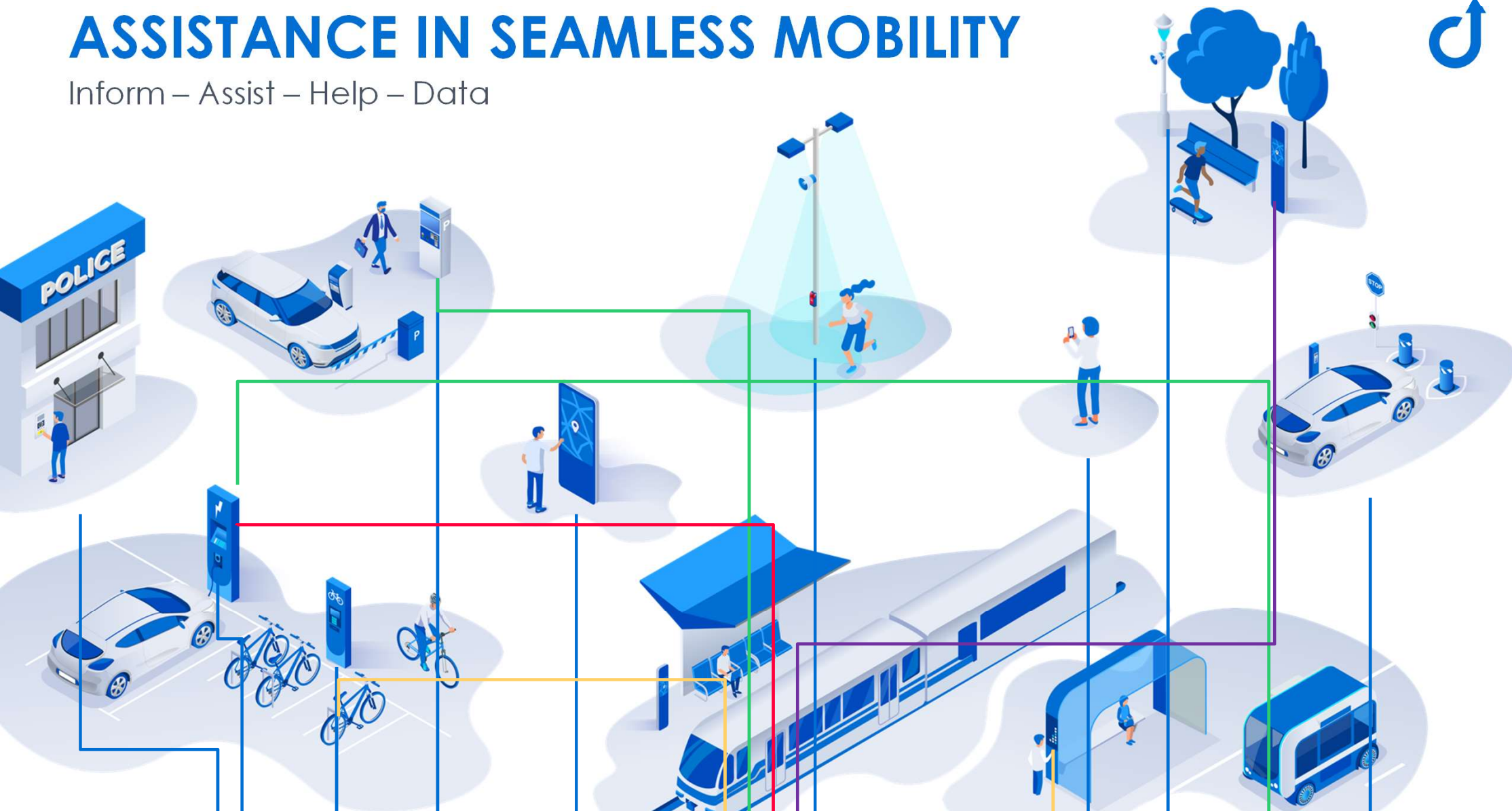
member of the TKH Group 

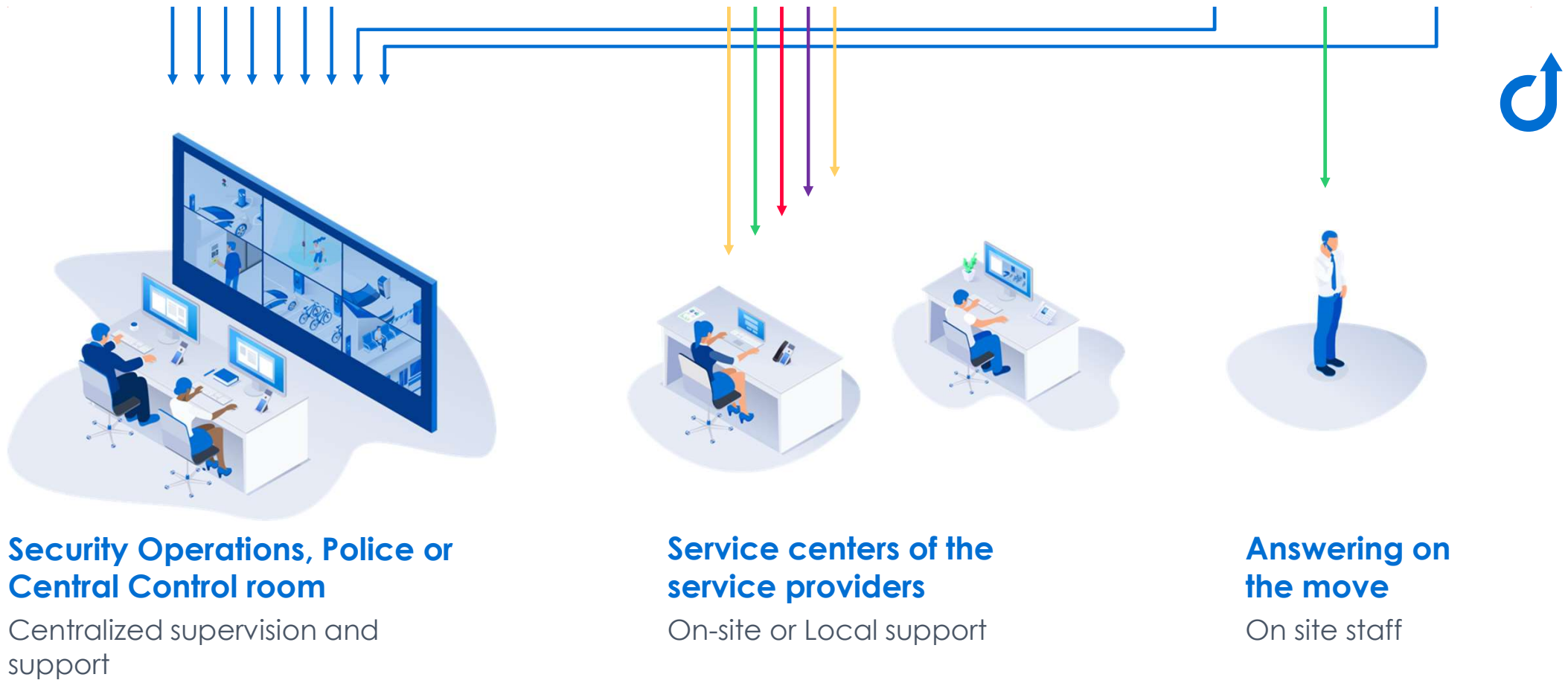
# THE CLASSIC VOICE COMMUNICATION FLOW



# ASSISTANCE IN SEAMLESS MOBILITY

Inform – Assist – Help – Data





# DYNAMIC INFORMATION MANAGEMENT

Solutions to support operators







# **BENEFITS OF AI IMPLEMENTATION**

**Moving from buzzword to real solutions**

# GREATER ANGLIA, UK

24/7 Operational customer support



## Challenges

- Existing devices and infrastructure
- Mandatory call response time
- Unpredictable call loads
- Information type calls time consuming
- Staff Report admin & Validation calls





# BENEFITS FOR AI ACTIVATED HELP POINTS



## Results\*

- ✓ Prank calls minimized
- ✓ Accidental calls minimized
- ✓ Wayfinding requests automated
- ✓ FAQ automated, continuous improvement
- ✓ Administration relieve and reason for call insights

**30%**

More time  
For human  
support

**50%**

Call Reduction

**0.5s**

CALL PICKUP TIME

\* Emergency calls will always be directed to designated human staff

# PARKING OPERATIONS, USA & NETHERLANDS

24/7 Operational customer support challenges



## Challenges

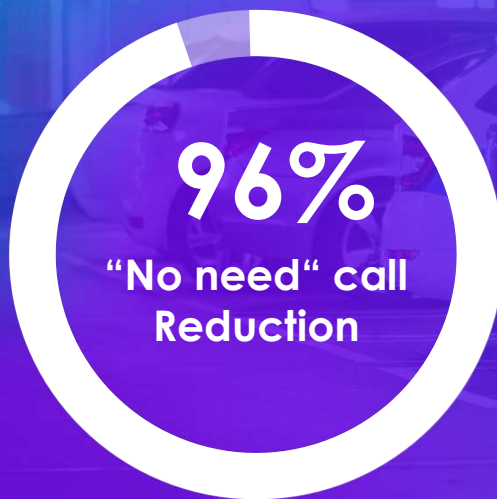
- Existing devices and infrastructure
- Call response related to revenue collection
- High peak time call loads
- FAQ type calls time consuming
- Many “No Need” type of calls

# BENEFITS FOR PARKING OPERATIONS



## Results\*

- ✓ Accidental calls minimized
- ✓ FAQ automated, continuous improvement
- ✓ Administration relieve and reason for call insights
- ✓ Additional 30% efficiency identified through data integrations



\* Priority calls will always be directed to designated human staff

# BENEFITS & AI APPLICATIONS FOR MOBILITY

Data insights, inclusiveness and efficiency like never before



## AUTOMATE ROUTINE TASKS

by handling calls involving frequently asked questions



## “EMPTY CALL” BUSTER

dealing with accidentally initiated calls



## MULTILINGUAL

providing real-time native language support



## CUSTOMER SERVICE 24/7

instant call response and fast customer service



**TRUSTED. COMMUNICATION. ALWAYS.**

