



AI-ENHANCED VOICE COMMUNICATION IN TRANSPORT & INFRASTRUCTURE

COMMEND WORLDWIDE



Commend International
Salzburg, Austria



Subsidiaries



Countries



Employees

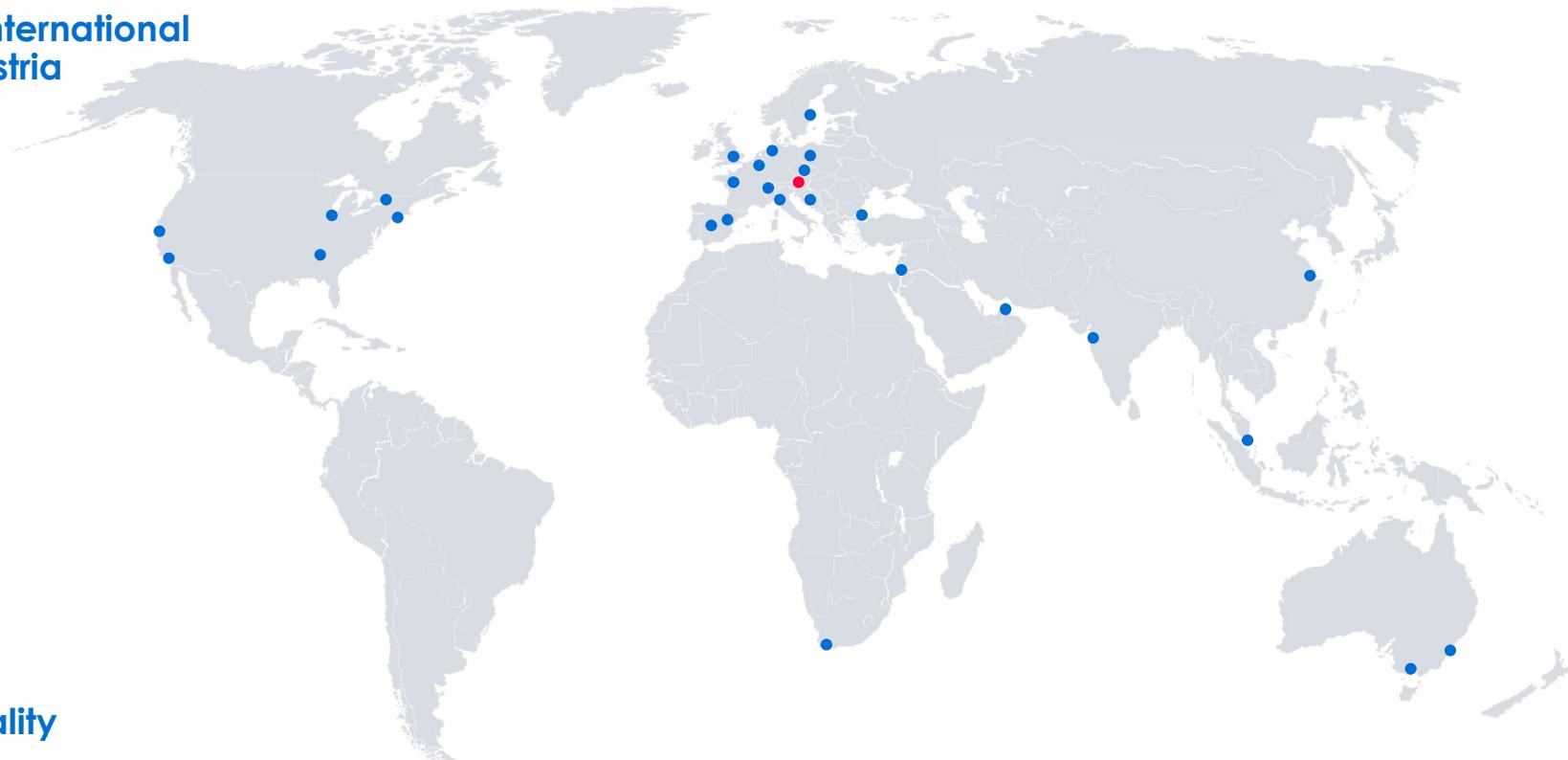


Certified Quality

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



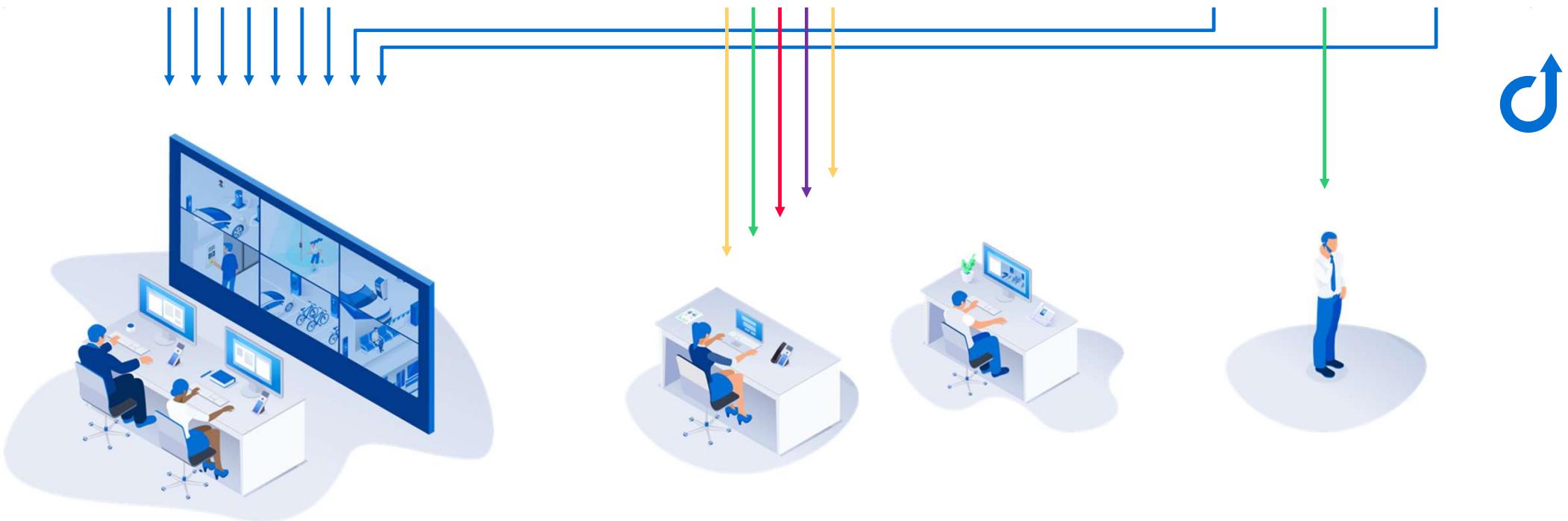
THE CLASSIC VOICE COMMUNICATION FLOW



ASSISTANCE IN SEAMLESS MOBILITY

Inform – Assist – Help – Data





Security Operations, Police or Central Control room

Centralized supervision and support

Service centers of the service providers

On-site or Local support

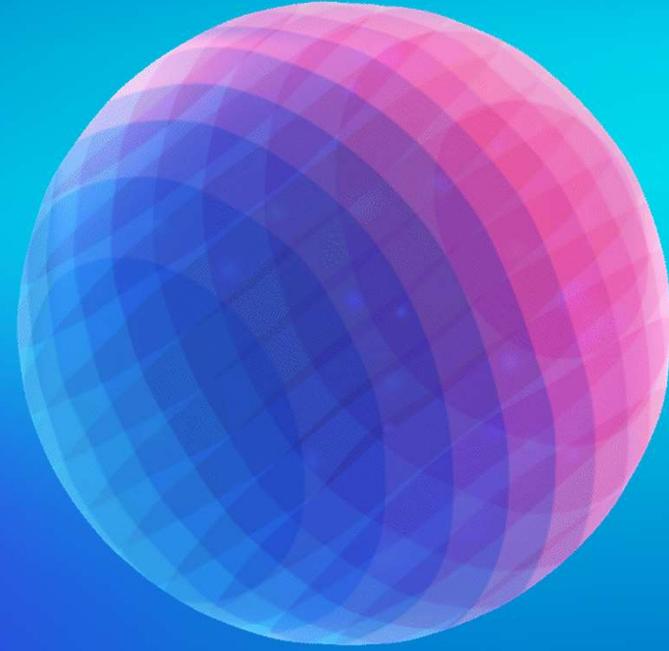
Answering on the move

On site staff

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

Help Point



Emergency

Push

Information

Push

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



* 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



commend

TRUSTED. COMMUNICATION. ALWAYS.



A **TKH** TECHNOLOGY COMPANY 