# VOXA AI

Your Customer Success Voicebot

# The Cost of Poor Customer Service

## Existing Customers

would leave for a competitor after just one negative experience

## Potential Customers

could be lost after just having 2-3 negative experience

**A survey by American Express revealed that consumers tell an average of 15 people about a poor service experience, versus the 11 people they'll tell about a good experience.**

## $1.3 trillion

globally each year on customer service calls that includes salaries, benefits, overhead costs, training

## 5X More

to obtain a new client than to keep an existing one

## $136.8 billion

per year due to avoidable consumer switching

# The SaaS Customer Success Problem

**SaaS:**

Subscription-based software accessed online.

## Costs vs Growth

Training costs
Scaling
Staff Loss

## Service Quality

Inconsistent quality
Slow Responses
Wasted Time

## Accessibility and Cultural barriers

Availability
Language

# Voxa AI

## Unmatched Quality

More humane, realistic voice
Consistent service
Human-like, personalized experience

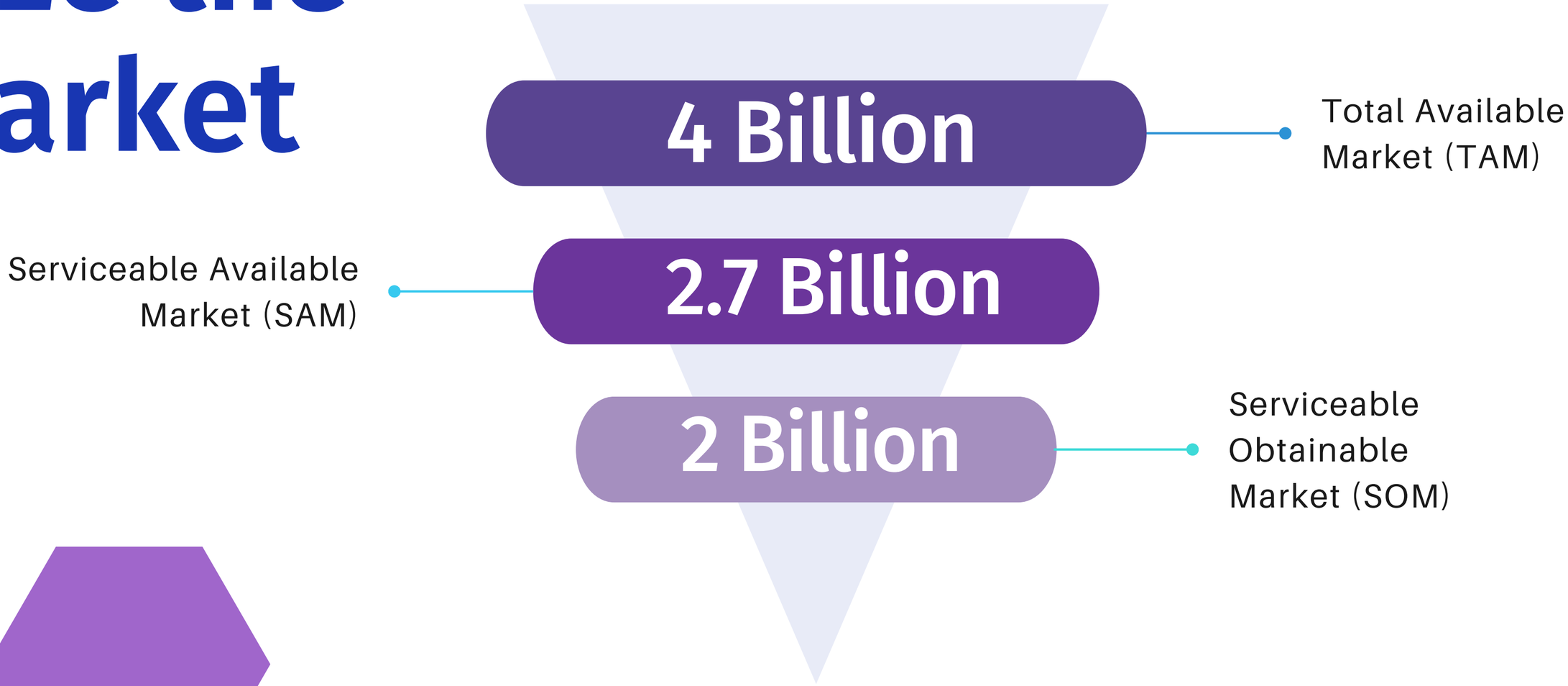
## 24/7 Global Reach

Support multiple languages
Zero waiting time
Simultaneous handling

## Cost and Growth Efficiency

Lowered costs significantly
Seamless scaling, solves staffing issues
Ease of integration

# Size the Market



# Voxa AI in Action

- **Product inquiry**
- **Deciding to Purchase**
- **Reporting an issue**
- **Upselling**

# The ROI of Great Customer Service

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## 10X

### Worth of Loyal Customers

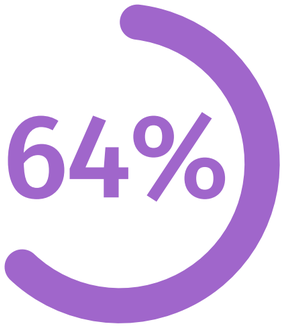
as much as their first purchase

### Boost in Profitability

5% increase in customer retention

### Existing Customers

are more likely to try new products and spend 31% more




### Business

say they can notice sales growth due to good customer service.

# Turning Conversations into Conversions

### Subscription Model

Basic package for startups to custom solutions for large corporations

### Tiered Pricing

Cater to various sizes of companies, from small businesses to large enterprises

### Custom Integrations and Services

For clients with unique needs, we offer custom integrations and services for an additional fee

# Future Roadmap

## Voilabs Launch, Beta Testing, Quality Enhancement

Q3 2023

## Empathy, Personalization, Speech Enhancement

Q3-Q4 2023

## Language Expansion & Data Analytics

Q1 2024

## Custom Integrations

Q2 2024

## Scaling Operations

Q3 2024

# Meet our Team

**Charlène San Buenaventura**

CEO - ML Engineer

**Benjamin Merchin**

CTO - Full Stack Engineer

# Contact Us

## We're shaping the future of customer success.

**Early Adopters and Beta Testers**

Excited about what we're building and eager to be at the forefront of customer success innovation? We're looking for early adopters and beta testers. Help us shape our product to better suit your needs. Sign up to be part of our exclusive early adopter's program.