



driven by voice

# Digitalization Solutions Enabling Intelligent and Effective Conversations

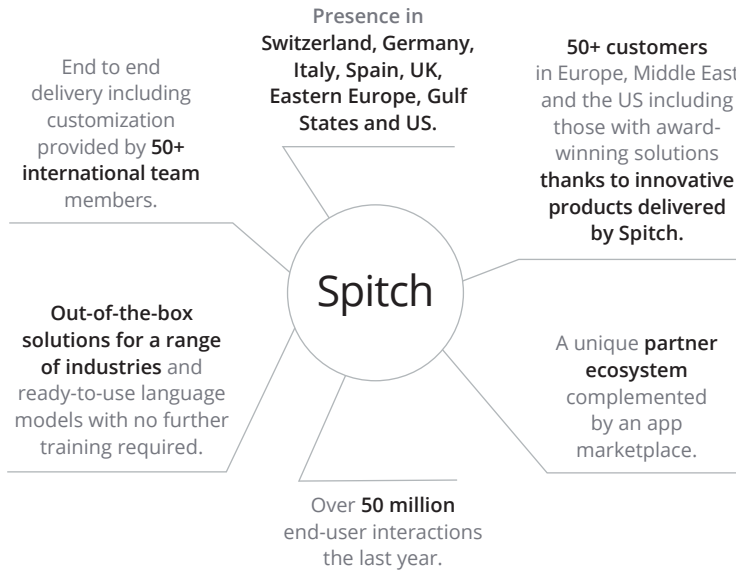
Global company headquartered  
in Zurich

## Mission

Enable AI driven  
digital transformation  
in Contact Centres

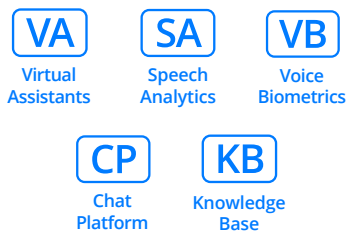
## Vision

Empower businesses around the world to deliver  
a superior customer and agent experience through  
our complete omnichannel conversational platform



Spitch, a unique developer offering seamlessly connected voice, text and context understanding to help contact centres in a changing customer centric world.

## Our products:



- Operate in omnichannel mode
- Real-time&offline
- OnPrem&Cloud
- Automate both customer and employee support services
- Highly scalable

Spitch has earned recognition  
by independent market experts<sup>1</sup>:



## Modern contact centres challenges:

- from agent centric to AI centric
- from resolving problems to driving sales
- from a dedicated customer communication platform to the unified workspace

## Why our customers choose Spitch:

- expert advisor
- data security and protection
- quick start and easy customization
- one stop shop
- develop once deploy omni

## Spitch UVP:

- proprietary core component architecture that allows to easily acquire and integrate new components and other solutions
- SAAS and managed service proposition regardless of the deployment type
- modular offering
- proven product and technical leadership

UVP proven in large-scale projects with excellent customer testimonies:

★★★★★ Mar 24, 2022

### Great voice robot for understanding customers speaking in Swiss German

Spitch has been able to deliver an outstanding product that delivers tangible FTE reduction and an improved CX

★★★★★ Jun 17, 2022

### «An engaging voice assistant bot with a response pattern that reflects our brand.»

The SPITCH Team showcased their wealth of knowledge and great collaboration during the implementation.

★★★★★ Mar 30, 2021

### Convincing product combined with great service

We have integrated the Voice Biometrics solution from Spitch in our customer center to make the identification process easier, more pleasant and more efficient for our customers and employees. We have had a very good experience in working together with Spitch Voice Biometrics solution and Spitch as a service provider. We were supported very reliably and in an extremely competent manner at all times. ...

All testimonials are on: Gartner Peer Insights?

## Our customers are speaking about Spitch solutions:

- Versicherungskammer Group ([https://spitch.ai/case-studies/#recentvideo\\_4409](https://spitch.ai/case-studies/#recentvideo_4409))
- Aargau Traffic Office ([https://spitch.ai/case-studies/#recentvideo\\_4344](https://spitch.ai/case-studies/#recentvideo_4344))

## Spitch solutions are already used by:



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1 — <https://spitch.ai/awards/>

2 — <https://www.gartner.com/reviews/market/conversational-platforms/vendor/spitch/product/spitch-omnichannel-conversational-platform>