

VOZIQ's Artificial Intelligence for Predictive Customer Retention Wins TMC's Product of the Year Award

VOZIQ's AI Product Honored for Consistent Innovation and Extraordinary Value Creation



Reston, Mar 19, 2020 ([Issuewire.com](https://www.issuewire.com)) - **VOZIQ**, a leading provider of Cloud-based actionable AI software for Predictive Customer Retention to recurring revenue businesses, announced today that **TMC**, a global, integrated media company, has named **VOZIQ's Artificial Intelligence for Predictive Customer Retention** as the 2020 Product of the Year award [winner](#), presented by [CUSTOMER magazine](#).

According to TMC's award selection committee, the award highlights products that have demonstrated consistent innovation over the years and have delivered extraordinary value to their customers.

Suresh Akula, CTO and Co-Founder of VOZIQ, said, "This award is a testament to how we have turned our understanding of revenue risks in recurring revenue businesses and the operational priorities of executives in these businesses into a highly differentiated product that has delivered millions of dollars in NPV of saved customers."

"A few years ago, we started with customer interactions as the key data source for breakthrough intelligence, with only one machine learning model to score predictive risk. Today, we are the only solution in the market that is powered by not one or two, but 10+ machine learning models that are analyzing customer big data round the clock and scoring customer health on multiple attributes. Today, this is the biggest value driver for our customers," Suresh further added.

VOZIQ's 10+ targeted machine learning models score every customer daily on multiple health indicator predictions such as risk level, cancel reason, NPS, best offer, non-pay, and even canceled customer Winback propensity to give latest and most accurate predictive intelligence for every single customer.

The intelligence is transmitted to contact center customer care agents, field service reps and marketing

teams in an actionable format so every customer touchpoint is optimized with risk-awareness.

While commenting on the uniqueness of VOZIQ's offering, VOZIQ's CEO and Co-Founder, Vasudeva Akula Ph.D., pointed out how VOZIQ offers a complete business solution and not just a piece of technology.

"We remove the risk and complexities from the implementation of this scale by partnering with our customers from day one using our unique solution delivery methodology as an extension of their internal teams with hard to find expertise. Our pre-built retention solution, deployment options, implementation and onboarding procedures, and innovative product pricing, meaning that the customers start seeing real impact within as early as 90 days from kickoff," said Vasudeva.

About VOZIQ

VOZIQ is the only cloud-based predictive retention solution that is powered by 10+ targeted machine learning models to enable recurring revenue businesses to predict customers who are at-risk of cancellation and prevent the cancellation by driving large-scale actions through contact center customer care, marketing, and field channels.

With pre-built AI/ML models using both structured and unstructured data, risk driver libraries and multiple deployment options, VOZIQ's solution significantly cuts time-to-value in industries such as home security and automation, pest control, home warranty, deregulated/retail energy providers, telecom, and insurance.

About TMC and CUSTOMER magazine through education, industry news, live events and social influence, global buyers rely on TMC's content-driven marketplaces to make purchase decisions and navigate markets. Since 1982, CUSTOMER magazine (formerly Customer Interaction Solutions) has been the voice of the call/contact center, CRM and teleservices industries. CUSTOMER magazine includes news and insights on the latest developments in agent training, analytics, ERP, IVR, social CRM solutions, mobile apps, workforce management and more. Please visit <http://customer.tmcnet.com> for more information.

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