

carahsoft®



! L h μ ú Ψ η α τ ú ũ Ω
Ũ Ũ o L ³ w ł Ω Ś
³ Ũ Ũ Ó Š ō Ũ ú σ

Thank you for your interest
in exploring this content.

Carahsoft is the **Trusted Government IT Solutions Provider**® supporting a broad portfolio of industry-leading technologies through ITES-SW2, NASPO ValuePoint, Oklahoma OMES #SW1041 Software and Services and a wide range of other contract vehicles.

As the **Master Government Aggregator**®, Carahsoft connects government agencies, industry partners, and technology providers to deliver innovative, mission-focused solutions.

In partnership with Gyst, we provide technology solutions that drive modernization, strengthen operations, and ensure compliance with evolving government standards.



To learn more about how Carahsoft can support your technology needs, please visit carahsoft.com



Explore More Resources:
carah.io/gystresources



Join Events & Webinars:
carah.io/gystevents



Discover Technology Solutions:
carah.io/gyst



Learn About Procurement:
carah.io/gystcontracts



Connect With Our Team:
Gyst@carahsoft.com
571-591-6110

AI Optimization for IVR and Voicebots

Challenges

Static IVRs inflate handle times, errors, and costs—undercutting self-service.

Many contact centers still run IVRs that treat every caller the same. Cognitive load, unclear prompts, and noisy environments drive input errors and repeat prompts. Fixed audio speeds and timeouts make experts wait while less-skilled callers feel rushed, increasing handle time, abandonment, and transfers. Without granular insight into where callers stumble, teams struggle to prioritize fixes, improve containment, and prove ROI on IVR investments.

The Gyst for Contact Centers Solution

AI optimization for existing IVR and voicebot flows.

Gyst is an AI optimization layer for existing IVR and voicebot flows. Based on caller behavior at each step, it adjusts text-to-speech speed, response time, input method (speech or DTMF), and prompt style - without storing caller profiles.

The same API works across leading contact center platforms, while Gyst Analytics helps teams pinpoint friction and prioritize fixes.



Improve self-service while the call is live.

Real-time voice optimization that tunes node behavior, reduces repeats, and increases completion.



Live Node Optimization									
Node #	Friction	Pacing	Timeout	Prompt Action	Completion (↑ better)	Transfer (↓ better)	Repeats (↓ better)	Status	Confidence
1	Low	Good 10x	8s	None	94% → 95%	8% → 7%	0.8 → 0.6	Stable	0.92
2	Low	Good 10x	10s	None	92% → 93%	7% → 6%	0.6 → 0.5	Stable	0.90
3	High	Fast 1.25x ↑	12s	Shorten prompt & simplify	78% → 90%	14% → 8%	1.8 → 0.9	Actively Optimizing	0.78
4	High	Slow 0.75x ↓	15s	Clarify options & add example	72% → 88%	16% → 7%	2.1 → 0.8	Actively Optimizing	0.76
5	Low	Good 10x	10s	None	95% → 96%	6% → 5%	0.5 → 0.4	Stable	0.93
...	...	Calculating...	...	Evaluating...	...	...	...	Evaluating	...

**Node-level tuning**
Adjust pacing, timeouts, and prompts for each node in real time—no redloys, no waiting.

**Better call automation**
Optimize the live experience to keep customers on the self-service path and drive higher completion.

**Fewer transfers and repeats**
Reduce handoffs and repetition with smarter guidance that understands what's happening now.

**aws marketplace**
Gyst CX is available on AWS Marketplace

Benefits

Lift IVR self-service, cut friction, and reveal exactly where to improve.

Higher self-service rates

More callers complete tasks in IVR/voice bots instead of going to agents.

Shorter handle times

Fast-track experts, give novices extra help, and reduce repeats/"I didn't catch that."

De-risk modernization

Optimize existing Connect/Lex/Nova Sonic flows without rewriting core IVR logic.

Gyst + your contact center platform - better together

Gyst is designed to complement, not replace, your current contact center platform. It adds an AI optimization layer across IVR, voicebot, and AI-powered voice experiences while your platform provides the secure, scalable foundation to run them.

Gyst tunes TTS speed, response time, input method, and prompt content in real time, and its analytics help teams prioritize fixes and continuously improve caller experiences.



Case Study: Leading Health Insurer (U.S.)

»» Challenges

Members struggled to navigate benefits, claims, and premium prompts. Repeat prompts and input errors were common, driving transfers to agents and depressing self-service. The team lacked clear visibility into which IVR steps caused the most friction.

»» Solution

Gyst personalized pacing and guidance at each dialog step and used analytics to surface high-friction nodes for targeted fixes. The same approach then mapped directly into the customer's production IVR and voicebot flows for rapid rollout and continuous tuning on their chosen platform.

»» Results

Within weeks, IVR engagement rose 36% and caller input errors fell 20%, reducing repeats and improving self-service.

»» Success Stories

Read about our Healthcare, Banking, and other successes [here](#).



Features

AI-driven pacing tuned for each caller

Gyst adjusts text-to-speech (TTS) speed and response time at every step in the flow according to caller performance. Skilled callers move faster with shorter prompts; callers who need more help get a steadier pace and extra time. The same optimization applies across IVR, voicebots, and agentic-AI voice experiences that call the Gyst API.

AI-powered analytics that show exactly where to improve

Gyst applies AI optimization to text-to-speech speed and response time at each step based on caller performance. Skilled callers move faster with shorter prompts; callers who need more help get steadier pace and extra time. The same optimization applies across IVR, voicebots, and AI-powered voice experiences that call the Gyst API.

Visit [Gyst Technologies](#) to purchase or start a free trial today.



Get started with Gyst Technologies solutions [today](#)

