

COMPARISON

IVA vs. generative AI voice agents

Legacy IVAs handle menus. Generative agents handle outcomes. Where each fits — and why enterprises are switching.

<30 days To a live pilot	60–90 days To ROI	46 Languages	99.99% Uptime
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The one-line test

IVAs use rigid scripts. Generative agents like Finn understand, reason, and resolve outcomes in real time.

Legacy IVA / IVR vs. Finn

Legacy IVA / IVR	Finn (generative)
Rigid menu trees and scripted decision paths	Conversational, context-aware — no branching to maintain
Poor containment, caller frustration	Higher containment and first-call resolution
Slow to deploy, complex to maintain	Pilots live in under 30 days, fast iteration
Can't handle nuance at scale	Books, pays, and troubleshoots in real time
Weak CX, more load on human agents	Outcome-driven and integrated with your stack

When to use which

Use an IVA when...	Use Finn when...
Simple, static menu routing ("Press 1 for billing")	Dynamic resolution ("What can I help with today?")

Workflows are ultra-limited and rarely change

Calls involve scheduling, payments, FAQs, tracking

Scripted logic is enough

You need fast iteration, multilingual, real-time integration

What you can expect

- Higher containment and first-call resolution; reduced abandonment.
- Shorter average handling time with empathetic, natural interactions.
- Improved operational efficiency and ROI — typically in 60–90 days.

Compare on your calls — book a demo at www.hirefinn.ai/bookademo

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