



We record & analyze communications

AI Data Analytics with Recording Insights AI

Understanding customer communication with AI

02.12.2024

Today, Regulated Customers Have Risks, but no Insights from Their Customer Communication



Communication is being recorded to meet regulatory demands.

Typically, a sample of those communication records is then manually checked for compliance.

- limited coverage, typically only 2-3 percent of calls
- random call selection, not related to risk profile of call
- no extraction of business insights from those calls
- tedious, repetitive labor, prone to human error

97 %

COMPLIANCE RISK

0 %

BUSINESS INSIGHTS

Using AI to Enhance Customer Experience



**Grow
your
business**

- ✓ Measuring the script adherence of your agents
- ✓ Identifying calls with negative customer sentiment
- ✓ Identifying customers at risk of churn
- ✓ Unearthing inappropriate language and behavior
- ✓ Auto-categorizing calls with PCI-DSS sensitive information (e.g. credit cards)
- ✓ Providing an automatic meeting summary and extract action items

Applying AI to Truly Understand All Customer Communication

- ✓ Validating that all disclaimers have been said
- ✓ Auto-categorizing regulated (e.g. FCA, MiFID) vs. non-regulated calls
- ✓ Identifying calls that contain personal data
- ✓ Auto-categorizing calls with PCI-DSS sensitive information (e.g. credit cards)
- ✓ Identifying customer complaints
- ✓ Unearthing inappropriate consulting

**De-risk & grow
your business**

Introducing the Recording Insights AI Policy Engine



- AI-powered analysis of **all** content (voice, chat, video)
- Automated scan for critical keywords, patterns and phrases
- Predefined ASC **templates** for policy rules, patterns and categories
- Just ask – Azure **OpenAI** answers!
...and embedding above policies into **workflows** to support simplified reviews

Note: Video AI auf der Roadmap



Automated Quality Management



- Use the functionalities of the **AI Policy Engine** to implement **automatic quality management**
- Create **scorecards** and combine them with AI questions, adherence phrases, and patterns to **evaluate your agents**
- With the automatic evaluation you get results and an **overview about 100% of the calls**
- Use this insights to create **meaningful dashboards and reports** and **improve the quality** of your contact center

The screenshot displays the 'ASC Recording Insights' interface. At the top, there are navigation tabs: Recording, Dashboard, AI Policies, Settings, and About. The main content area shows a call recording for 'T10U02.Dev2ASC - Darius Stragand'. Metadata includes Date: 04.01.2024, Start: 11:35, Duration: 00:04:49, Type: Inbound, ID: 7316000-671b-450f-a37e-aea7b10bb8b8, and Language: ja-IP. A waveform visualization is shown below the metadata. A 'Quality Management' tab is active, displaying a 'Contact Center Test' scorecard.

Opening of Call	Scoring	Points	Comments
Call correctly answered	4	20	
Professional and appropriate tone	2	60	The agent used a professional and appropriate tone throughout the conversation, despite the customer's frustration.
Location validated with the caller	5	80	
Opening statement	3	40	

Customer Service	Scoring	Points	Comments
Service Attitude	4	100	
Excellent Volume/Tone/Pace	3	60	
Compassion shown to customer	2	20	
Avoided Gaps	1	40	
Explained Action to caller	5	80	
Provided Reassurance	2	10	

The Power of AI at Your Fingertips Secured in Microsoft Azure



Data processing only within Microsoft environment, data is secured in Azure infrastructure



Azure AI Services

Transcription, translation, key word spotting, pattern recognition...

Question-based content analysis leveraging GPT



- ✓ **Geodiversity:** Analyze your data in your Azure region*
- ✓ Keep **full control** of your data: Your data is not used to train or enrich foundation OpenAI models
- ✓ **Be safe:** Built-in responsible AI to detect and mitigate harmful use
- ✓ **Be secure:** Benefit from Microsoft infrastructure security and compliance

*subject to Microsoft availability

AI Data Analytics with Recording Insights AI



Extend your **Neo Suite** with Recording Insights AI for in-depth AI-based analyses.

- ✓ Recording Insights AI works as an **add-on**
- ✓ **Integrates easily** with your **Neo Suite** or **third-party recordings**
- ✓ Leverage analytics and AI capabilities for **deeper business insights** with Recording Insights AI
- ✓ Visualizes the insights into meaningful **dashboards and reports** to make right decisions

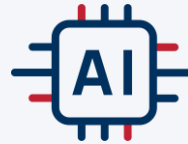


Truly Understand all Customer Communications with Recording Insights AI



Neo Suite

Smooth data transfer for using the AI functions in Recording Insights AI.



AI Data Analytics

Use the full potential of your customer communication through targeted translation, transcription and analysis with the help of AI.



Monitoring & Reporting

Visualize customer insights into meaningful dashboards and reports to make the right decisions for more business value.

Turn your Recordings into Added Business Value



Meet all Compliance Regulations

- ✓ Validating that all disclaimers have been said
- ✓ Auto-categorizing regulated vs. non-regulated calls
- ✓ Identifying calls that contain personal data
- ✓ Auto-categorizing calls with PCI-DSS sensitive information (e.g. credit cards)
- ✓ Detection of inappropriate advice

Improve your Customer Experience

- ✓ Measuring the script adherence
- ✓ Identify calls with negative customer sentiment
- ✓ Identifying customers at risk of churn
- ✓ Providing an automatic meeting summary and extract action items
- ✓ Unearthing inappropriate language and behavior

All Highlights at a Glance



- **Business insights:** Comprehensive insights through AI-supported data analysis
- **Visualization:** Use powerful dashboards and reports to showcase insights
- **Summary:** Capture the essence of a conversation in seconds
- **Sentiment:** Gain insights into the mood of the conversation
- **Customized questions:** Ask questions and get AI-based answers in seconds



**Click on
the video**

