convozen

Contact Center
Intelligence

Unlock Opportunities in
Every Conversation

What is Convozen?

Convozen is an advanced conversational intelligence tool that empowers
leaders and agents with AI-driven insights, transforming them into
dedicated customer advocates and driving remarkable business success.

With cutting-edge ML models, Convozen accurately transcribes and extracts valuable insights in
multiple languages. Features like speaker identification, sentiment analysis, and entity recognition
even in mono-channel scenarios help to delve deep into
customer interactions.

Businesses can effortlessly incorporate Convozen into their existing systems and
workflows ensuring uninterrupted operations, empowering them to analyze their
millions of calls in a matter of minutes.

Convozen revolutionary

State of the Art Multilingual Transcription

Accurately transcribes Indian telephonic speech in multiple languages including English, Hindi, Tamil, Telugu, Kannada, and Marathi.

ఆ ౨ आ அ ஏ

a
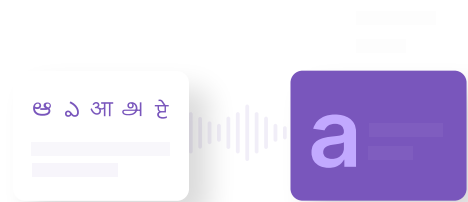
Identification of key moments, highlights and sentiments

Automatically tags critical points in interaction, with context understanding, irrespective of language.

⚡ Smart Moments   Arranging a Call Back

★ ≡   Theek hain main call back kara deta huh
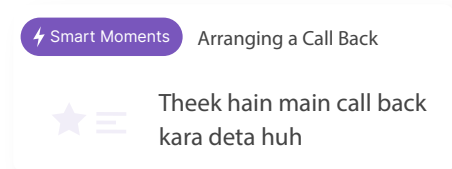
Call summarization & Automatic topic identification

Capture key highlights and actionable insights from each customer interaction with structured and precision.

▶

Subject   Talking points
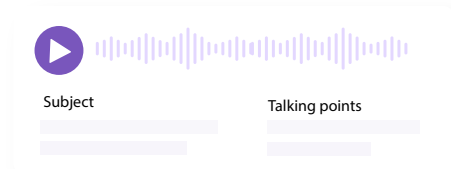
Call Scoring & Automated Audits

Customise and automate Quality Assurance checklist to suite every business needs

Call Score
Rishabh Shetty

80%
Good
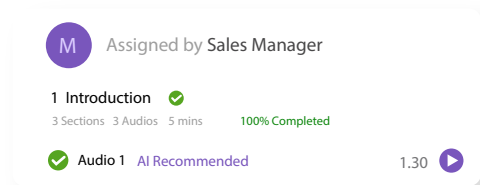
✓ Audit done   View Audit form
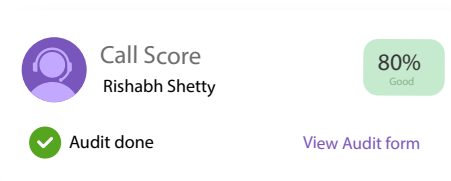
Agent Performance Monitoring

Measure agent stats comprehensively using quantitative metrics like average call score, customer satisfaction rate, handling time, hold detection, talk ratio, and customer sentiments.

A 140/191
Calls made

80%
Good

Average Talk Speed
162 WPM

★★★★☆
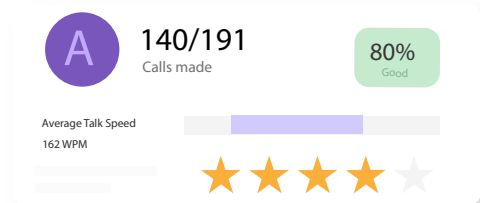
AI assisted Automated Agent Coaching

Automatic creation and allocation of personalised coaching material using agent statistics.

M Assigned by Sales Manager

1 Introduction ✓
3 Sections   3 Audios   5 mins   100% Completed

✓ Audio 1   AI Recommended   1.30 ▶

Automations based on conversational triggers

Integrate moments/checklists into your systems for real-time alerts on violations or unusual conversations between agents and customers.

Alert!

Custom Reporting & BI

Easily export reports visualize data charts, graphs, and trends to gain a clear and concise overview of the metrics that matter most.
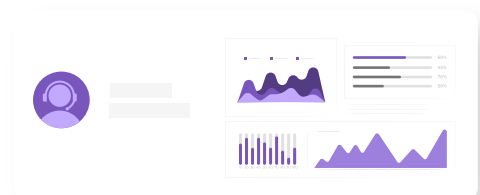
Convozen's AI-driven data

Sales

Amplify revenue, enhance retention rates, coach your agents with accurate context, and reduce lost opportunities by identifying critical drivers

Customer Experience

Elevate the customer experience by pinpointing their deepest concerns, uncovering the reasons behind negative sentiments, identifying top grievances, and safeguarding them from fraudulent activities.

Compliance

Ensure seamless regulatory compliance with our AI-powered QA solution. Effortlessly monitor and penalize non-compliant calls, maintaining strict adherence to regulations.

CRM Alerts & Actions

Setup up custom CRM updates, emails, and alerts based on specific call highlights or moments captured by leveraging the power of Event Automation.

Reclaim precious hours and unlock the true potential of your contact center with CONVOZEN