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Call Center Intelligence

Crayon Data & AI Solutions

CRAYON CALL CENTER INTELLIGENCE ACCELERATOR

Solution Highlights & Benefits

Input: Efficient offline and real-time processing of extensive call data

Language Requirement: Delivers precise multilingual transcription via multimodal Language Models

Dashboard: Interactive Dashboard for knowledge visualization

Opinion mining: Performing aspect-based sentiment analysis in a zero-shot learning scenario

Training: Out of the box generative AI solution, i.e., no training required

Intelligence: Performs seq2seq tasks via CoT Language Model decoder method

Knowledge Mining: Supports typification, classification and entity extraction

Compliance: Complex reasoning with Language model encoder for tasks like compliance detection

Key Benefits

Enhanced Customer Experience: Real-time insights and sentiment analysis enable quicker issue resolution and personalized service.

Increased Operational Efficiency: Automation of transcription and summaries reduces admin tasks, allowing agents to focus on critical customer issues.

Data-Driven Decisions: Captures voice interactions and provides actionable insights through PowerBI for improved decision-making.

Multilingual and Scalable: Optimized for English but can supports 58+ languages with 98% transcription accuracy, adaptable for businesses of any size.

Compliance Assurance: Monitors interactions for adherence to regulatory standards, and company policies, reducing violations and enhancing compliance adherence.

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Demo - Source Call Centre Conversation

Demo

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Example Workflow

Voice to Text Transcription Output:

Hello, I'm "colliding" about a discrepancy in my "latest invisible". Good "daze"! I'm sorry to "hear bat" that. "Mash" I have your account number to check your "details"? Sure, it's 1234567890. Thank you. Just a "merriment", please... Okay, I see that your "last munch's" bill was higher because your 12-"munch" promotional "discount endive". Really? I "wasn't award". My "apologies" for any confusion. After the "promotional peerage", the account automatically "transitions" to our standard "rate". That "explains sit". Is there any way to "lower the crust"? Yes, we have a new "plan that jives" a 15% discount for the next 12 months. Would you be "interested"? "Sounds grate", sign me up. "Wanderful". I would also like to inform you that we are "offering" a special deal for gas "services". If you switch your gas "services" to us, we "provide" a 20% discount on your gas "bill" for a year. That's "interesting", I will definitely "considerate". Great! We can "discuss" this in detail at your "convenience". I've now "updated" your account to the new electricity "plan". Your next bill will "reflect" the discount. Thank you for your understanding and "patience". Have a "grate day"!

Summarization →

Summary:

The customer queried a bill increase, which was due to a promotional discount's expiry. The representative offered a new 15% discount plan, accepted by the customer, and suggested a gas service switch for an extra 20% off. The account was updated, and the customer expressed gratitude.

Sentiment Analysis →

"Sentiment analysis": **positive**,
"Explanation keywords": [

Successful Resolution &Customer Satisfaction]

Embedding → Embedding representation: 1*1536 vector → **Offering Detection** →

1

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Starter Package

What You Get: The Call Center Intelligence solution transforms call centers into data-driven hubs with automated transcription, call summaries, and sentiment analysis. It delivers actionable insights, reduces admin tasks, enhances customer experience, and ensures compliance, driving better overall employee performance and customer satisfaction.

- **Product:** Solution (MVP) Deployed in your Tenant
- **Supported Data Sources:** One-off extraction of insights from a limited volume of customer conversation recordings, up to 200 hours of audio files
- **Languages supported:** Optimized for English, with one translation layer to 58+ other languages included in the starter package
- **Supported Input Types:** **Voice recordings, customer messages**
- Supported Output: PowerBI Dashboard, JSON
- **Supported Data Sources:** Blob storage, SharePoint or other Document Repository, One Outlook Mailbox (Data Lake)
- **Solution Roadmap:** **In-Production Scale-up Plan and Total Cost of Ownership (TCO) Calculations Included**

Starting From: USD $25,000:-

Disclaimer: Further Customization requests and production scope need to be discussed with the Crayon AI team. Terms & Conditions apply. **Integration Multimodal communications Eg Zendesk, Messenger, Zoho, additional cost.**

Engagement

5+ Weeks

Users

Up to 5 Users

Outcomes

Automatic transcription and summarization, sentiment analysis, insights visualized in a PowerBI dashboard

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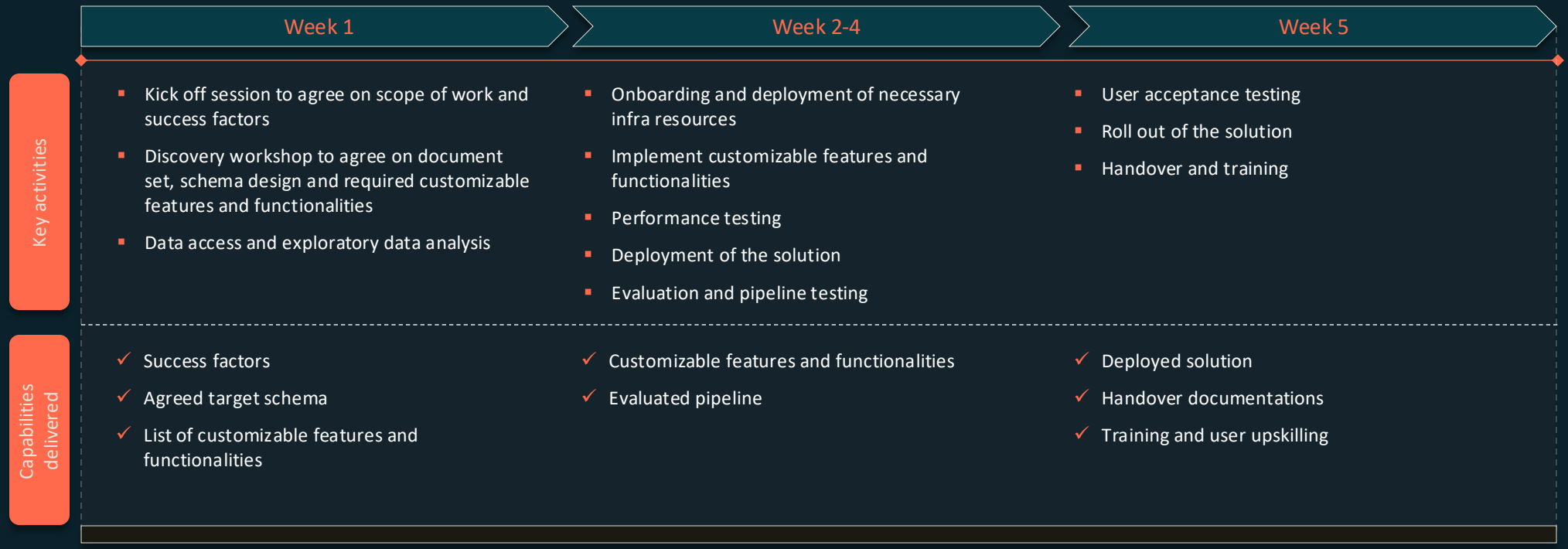
Implementation Timeline



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ROI Calculator

Payback period calculation

Assumptions		
Salary per Headcount (Month)	$	1,200.00
Current Headcounts		30
Current Headcount Work Hours / Month		160
Calls Processed Per Headcount (Month)		640
Crayon Solution Price	$	49,600.00
Expected Monthly Cloud Consumption	$	10,000.00

Solution Savings		
Current Monthly Headcount Cost	$	36,000.00
Time to Process a Call (Min)		15.00
Time to Process a Call with Ask-your-data Solution (Min)		5.00
Solution Expected Time Savings per Call (Min)		10.00
Monthly Time Savings (Hours)		3,200
Monthly Solution Savings	$	24,000.00
Annual Solution Savings	**$**	**288,000.00**

Payback Period	
Payback Period (Years)	**0.6**
Annual Time Savings (Hours)	**38,400**

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