



# Call Center Intelligence Solution

Crayon's Call Centre Intelligence Solution customizes Azure Cognitive Services for speech recognition (speech-to-text) and Azure OpenAI Service for transcribed text summarization and question answering. Agent calls are automatically recorded, transcribed, summarized and analyzed for actionable insights (e.g., typification, classification and anomaly detection). This automated process significantly reduces manual workload and enhances the accuracy and efficiency of call handling.

Key Solution Features	Detail
Input	Efficient offline and real-time processing of customer voice and text 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	Executes sequence-to-sequence tasks via the Chain-of-Thought (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.



## Benefits:

- Enhanced Customer Experience
- Increased Operational Efficiency
- Data-Driven Decisions
- Multilingual and Scalable
- Compliance Assurance

Contact our **Crayon Data and AI Experts** to find out more.

## Crayon Global Data & AI Practice

10 Years of Experience with Applied AI  
+300 Applied AI projects delivered so far!

Enterprise ML Expertise  
+2500 models are running with our MLOps Framework for Enterprise Data Science

Globally Recognised Microsoft AI Expert  
Microsoft AI & Machine Learning Advanced Specialisation Partner (an elite club of only 14 such Global partners)  
Partner of the year for Data & AI (2019 & 2022)

47 Countries, 4 AI CoE locations = 1 Global CoE  
Are being established to serve the increasing global demand

Proven Responsible AI Framework 'CRAIG'  
Tailor services to individual customer need to maximise business value, with our Crayon Responsible AI Guidelines

Specialised Language Technology Team  
+100 NLP projects delivered, 35 Language Models projects done so far!