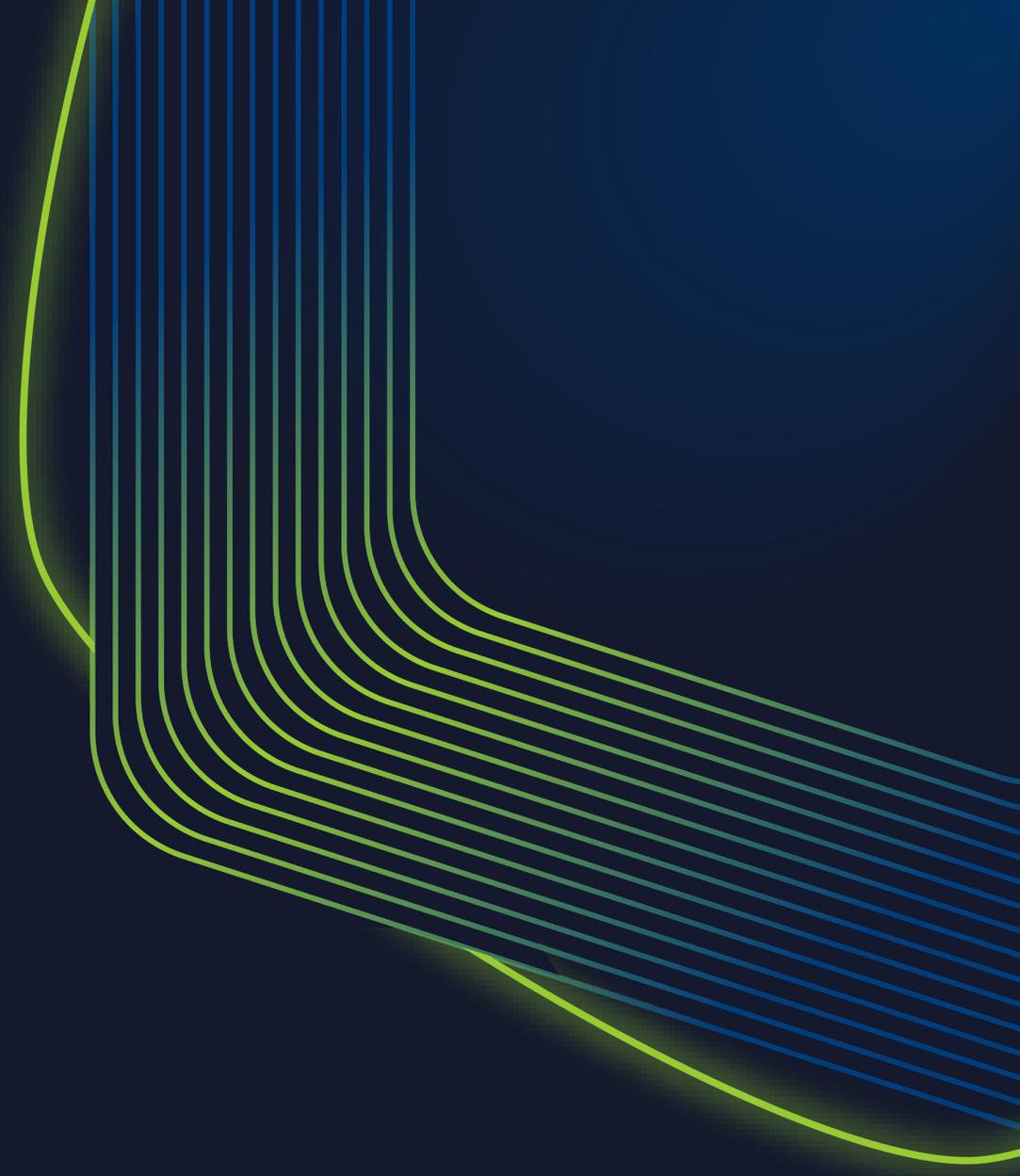




Call Centre Analytics

4-week POC





Reshape your call centre with Azure OpenAI

In today's fast-paced call centre environment, you may face the challenge of efficiently analysing and extracting valuable insights from a vast amount of customer audio data.

We have leveraged Azure Speech-to-Text and OpenAI services within Azure to enable insights into customer interactions, optimising call centre operations and elevating customer service standards.

Challenges

Drawing meaningful insights from audio recordings of Call Centre conversation.

Solution

Our solution utilises Azure OpenAI and Fabric to draw insights from audio files enabling data driven decision making.

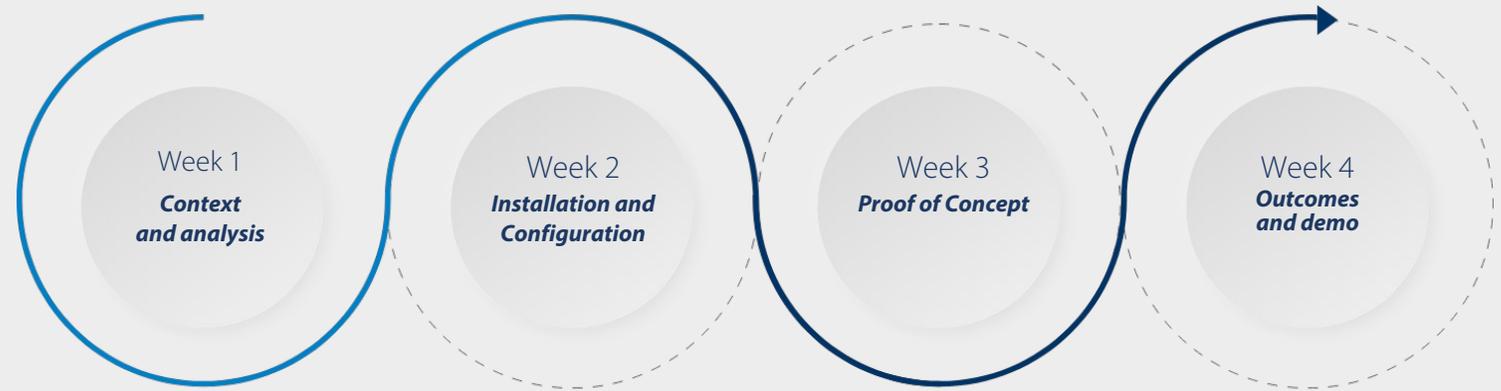
Outcome

In 4 weeks, we'll help you implement a Call Centre Analytics POC.

4 week Proof of Concept

Entelect will help you implement our Call Centre Analytics Solution within your environment.

Whether migrating, building or exploring Azure technologies and platforms, we will help you make sense of the choices to elevate your business with your data.



Week 1

Context and analysis

- Understand existing Azure landscape
- Strategic context gathering and business context to identify valuable insights and trends to surface
- Identify and define hosting and audio data pipelines
- Define POC scope

Week 2

Installation and configuration

- Deploy OpenAI and Fabric resources
- Configure ingestion method of call recordings
- Configure pipelines and assess stability and transcription accuracy

Week 3

Proof of concept

- Configure reporting based on stakeholder feedback
- Deploy Power BI reports
- Assess Azure costs and fine-tune consumption settings

Week 4

Outcomes and Demo

- Summary and reporting of results
- Review and present demo of analytics
- Create call centre analytics roadmap and further feature definition



Key Benefits of Call Centre Analytics

Improved customer experience

Advanced natural language processing (NLP) enables call centres to analyse customer interactions and **identify pain points and sentiment trends**. Emerging issues, trends and opportunities can be tackled proactively.

Enhanced operational efficiency

Identify inefficiencies and areas for optimisation within the call centre team, as well as agent performance improvement by identifying training needs of individual agents.

Immediate insights

Access to users, especially first-line quickly address customer concerns, **resolve issues and prevent escalations**.

Integration

The data collected **helps organisations to differentiate themselves** by offering personalised, proactive customer service by tailoring offerings based on insights gained.





Together with Entelect's broad experience across multiple industries and technology services, and supported by Microsoft OpenAI Architects and product specialists, **we will tailor options and solutions to your environment** and systems to suit your business ambitions.





Make sense of Artificial Intelligence tools in the market

Receive tailored and contextual advice on the right tools, technologies and services for business outcomes.

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