FANO 有 光 科 技 Labs

Specializing in Speech and NLP Technologies
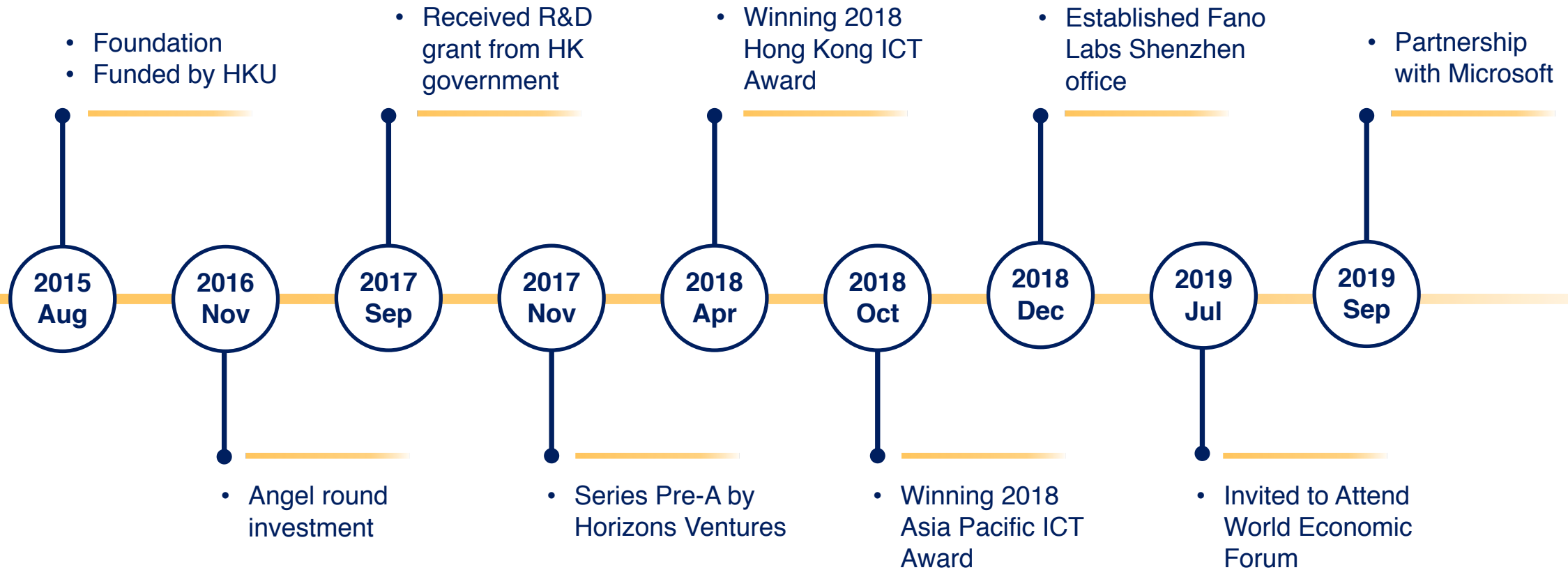
Contents

About us

Technologies

Solutions

Milestones

FANOLabs 有光科技

- Foundation
- Funded by HKU

- Received R&D grant from HK government

- Winning 2018 Hong Kong ICT Award

- Established Fano Labs Shenzhen office

- Partnership with Microsoft

2015 Aug — **2016 Nov** — **2017 Sep** — **2017 Nov** — **2018 Apr** — **2018 Oct** — **2018 Dec** — **2019 Jul** — **2019 Sep**

- Angel round investment

- Series Pre-A by Horizons Ventures

- Winning 2018 Asia Pacific ICT Award

- Invited to Attend World Economic Forum

Our Team

FANO Labs 有光科技

Prof. Victor Li
Founder, Chairman

Dr. Miles Wen
Founder, CEO

Dr. Albert Lam
Chief Scientist

Ms. Tulip Leung
VP Product

Mr. Terrence Pong
VP Product Marketing

Mr. Fox Lui
Head of F&A

Mr. John Poon
VP Business Ops.

Ms. Pauline Cheng
BD Director

Research Team
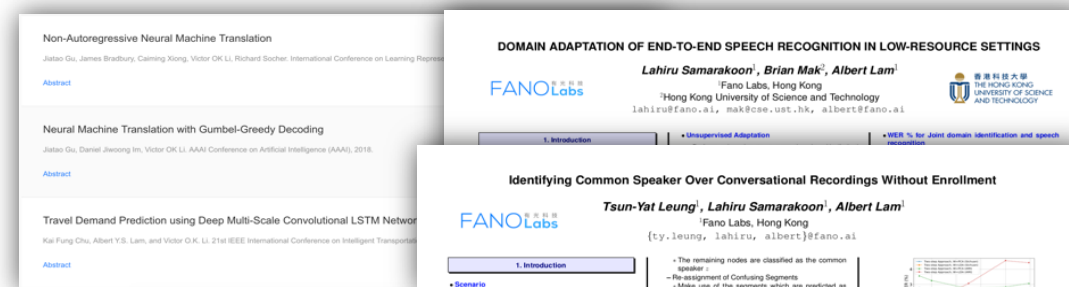
In-house Research Team

A team with 10+ PhDs from prestigious universities, such as HKU, MIT, UCB, and NUS, who are in the forefront of advanced speech and NLP research.

Research Collaboration

THE UNIVERSITY OF HONG KONG

HKUST

Public Recognition and Achievement

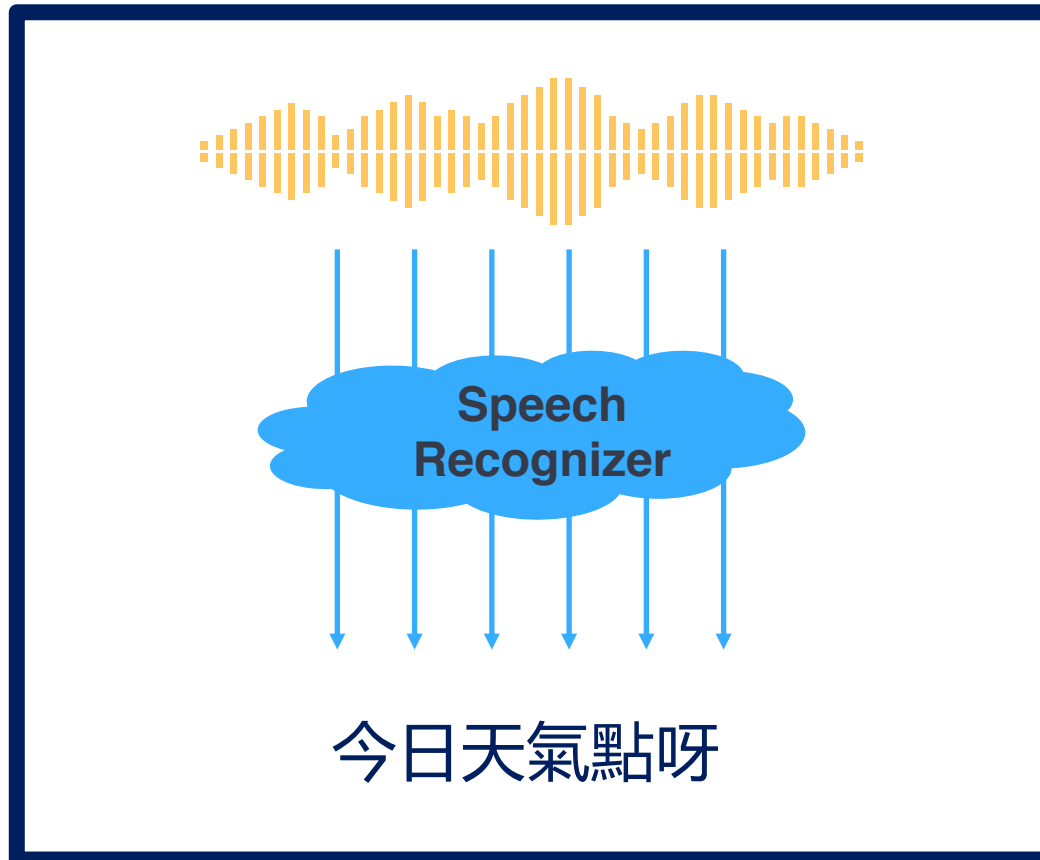20+ publications and 4 conference presentations.

Technologies

Speech Recognition

Natural Language Processing

Speech Recognition

Ability of a machine or program to identify words and phrases in spoken language and convert them to a machine-readable format.

Speech Recognizer

今日天氣點呀

✓ **Speech to Text**
Convert speech to text with speech recognition technology

✓ **Dialects Recognition**
Support multiple/mixed languages, e.g. Cantonese, Mandarin, English and South East Asian Languages

✓ **Multiple Channels**
Support telephony and high quality (mobile phone, laptop, etc.) audio channels

✓ **Customizable Language Model**
Able to recognize specific words for the industry / company

Natural Language Processing

We use Deep Learning technology to enable machines to understand and analyse human languages.

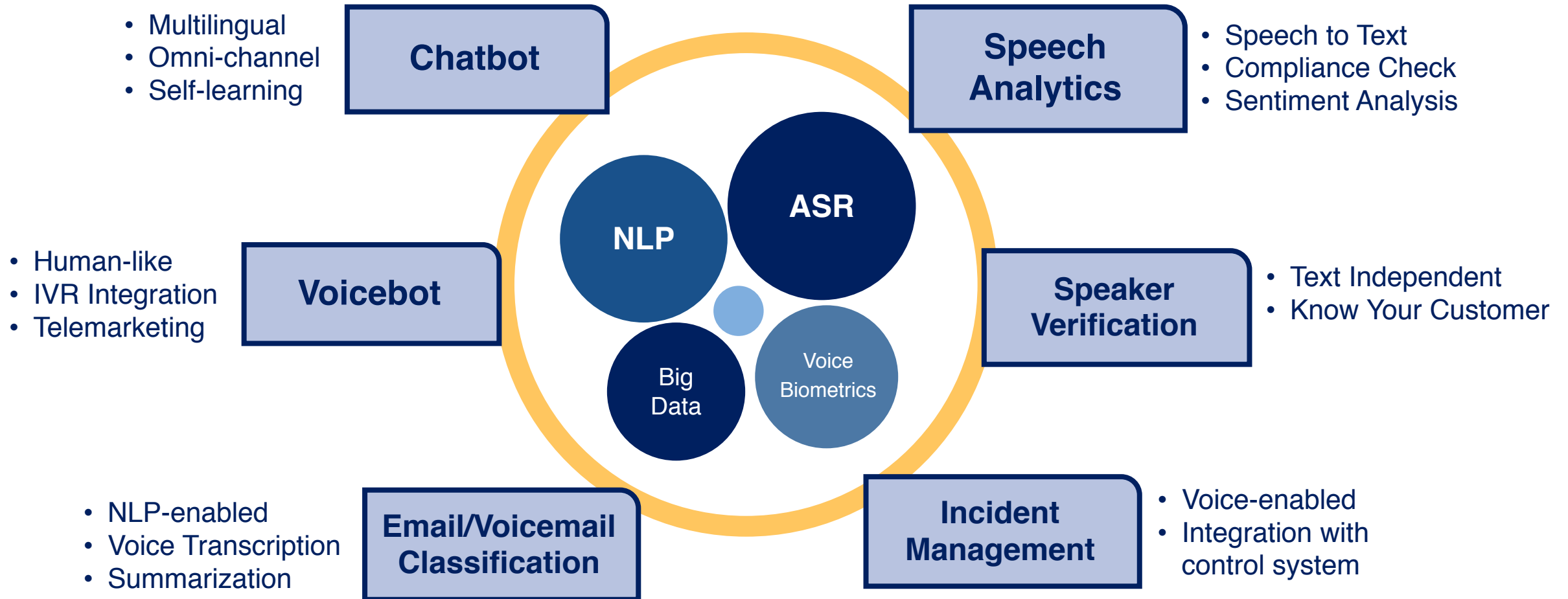我想食Haagen-Dazs嘅朱古力雪糕。

我想食雪糕，唔知有冇 Haagen-Dazs？

請問邊道有Haagen-Dazs？

{

Semantic label: find location,

Named entity: Häagen-Dazs,

Type: dessert,

Action: show direction,

Sentiment: 0

}

Solutions

Solution

FANOLabs 有光科技

Chatbot
- Multilingual
- Omni-channel
- Self-learning

Speech Analytics
- Speech to Text
- Compliance Check
- Sentiment Analysis

Voicebot
- Human-like
- IVR Integration
- Telemarketing

Speaker Verification
- Text Independent
- Know Your Customer

Email/Voicemail Classification
- NLP-enabled
- Voice Transcription
- Summarization

Incident Management
- Voice-enabled
- Integration with control system

NLP

ASR

Big Data

Voice Biometrics

Speech Analytics

- **Call Categorization**
- **Speech Pattern Detection**
- **Compliance Check**
- **Sentiment Analysis**
- **Business Insight**

Speech Analytics

Challenges

- Terrible user experience with non-personalized service
- Risk of fines and lawsuits due to compliance issues
- Underutilization of the business value of massive data
- High labor costs for a QA process that can only monitor a small percentage of the total calls

Ideal Solution

- Detection and analysis of customer's emotion
- Identify potential compliance risks , by transcribing the calls to text and pointing out any failure and/or compliance
- Valuable business intelligence to reduce costs and uncover potential sales opportunities
- Automation of QA process

Desired Outcomes

- Enhance customer service experience
- Better compliance management with less risks for fines, lawsuits, failure in following policies and regulations
- More business insight with big data analysis capability
- Lower cost on customer service and compliance check; and ensuring the analysis of 100% of the calls

Speech Analytics

Reshape your business with AI technologies

Business Insight and cost efficiency

- Root cause analysis
- Identification of key points to upsell
- Automation of quality assurance process

Compliance Check

- Analysis of 100% of the calls
- Detect any failure and/or compliance
- Reduction of fines and lawsuits

Sentiment Analysis

- Capture nuances about topics of interest
- Centralized sentiment analysis for consistent criteria
- Process data at scale, efficiently and effectively

Analyze relevant conversation context in different dialects or languages, by using customized ASR and NLP engines.

Use Case - Banking

Challenges

- Huge training costs to deal with complicated industry knowledge

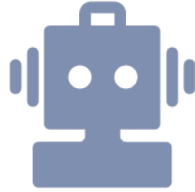- Terrible user experience with the non-personalized service

- Risk of huge fines, lawsuit, and other compliance issues

- Underutilization of the business value of massive data

Solutions

Finance Assistant

Backed by AccoBot, the personal finance assistant can be easily accessed in the mobile APP to answer the customer inquiries.

Compliance Check

Fano Labs' Speech Analytics System helps the customer with compliance check to decrease the risk of fines and lawsuit.

Speaker Verification

Using Voice Biometrics technology, the system can recognize the voice ID of agents and customers for personalized services.

Benefits

- 30%* lower cost on customer service and compliance check

- 80%* higher customer service efficiency

- Better control over the quality of customer service

- Better compliance management with less risks

- Better user experience and customer satisfaction

- More business insight with big data analysis capability

* Estimation base on a real customer case.

Use Case – Call Center

FANOLabs 有光科技

Challenges

High operating costs due to high turnover rate

Bad user experience with traditional IVR system

Inefficient quality control over customer service process

Underutilization of the business value of massive data

Solutions

Voicebot

With Fano Labs' Speech Recognition and Natural Language Processing technologies, the voicebot is able to understand and response to customer inquiries through phone calls as a human-like agent.

Quality Control

Fano Labs' Speech Analytics System helps the management to go through the calls and check the speech pattern and service behavior of the agents, which can greatly enhance their control over the service quality.

Benefits

50%* lower cost on customer service and compliance check

Improve the service efficiency by more than 120%*

Better control over the quality of customer service

Increase call review rate from 5% to 100%*

Better user experience and customer satisfaction

More business insight with big data analysis capability

* Estimation base on a real customer case.

THANK YOU!

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