



# GenAI: Bringing Transparency into Call Center Operations

## 01. Every Business faces numerous issues with call centre.

### Is your business :

- Unaware of reasons for customer complaints & their call center experience?
- Fully dependent on disposition data, which can be inaccurate?
- Doing manual QA which takes too much effort to identify issues and rectify them?
- Performs quality analysis for only a small percentage of calls ?
- Is unaware of how specific agent is performing ?
- Provides same training to all agents leading to high training cost ?
- Faces reputational and compliance Risk due to lack in transparency ?

## 02. Call Centre AI can help you deal with all the above issues.

- 100% Call Coverage
- Auto QA Score
- Agent Dashboard
- Auto Call Summary
- Auto Call Categorization
- Daily / Realtime Reporting
- Recurring Issue Identification
- Coaching Identification
- Multi-lingual Capabilities

## 03. How Call centre AI Works?



## 04. Near Real - Time Dashboard - Understand what exactly happened in each call.

### Call Centre Voice Analytics Dashboard

Agent Name: All

Quality of call: All

Conversation Tone: All

Closure Status: All

Problem Classification: All

Recurring Issue: All

# Total Calls: 32.08K

# Total Calls - Resolved: 9023 (28%)

# Calls with Positive Sentiment: 11.18K (35%)

# Calls with Follow Up Actions: 24.70K (77%)

Agent Performance Score (Avg): 4.63

# Calls by Conversation Tone

Neutral	16.8K
Positive	11.2K
Negative	4.1K

# Calls by Closure Status

Resolved	28.13%
Not Resolved	71.87%

# Calls by Solution Quality

Unsatisfactory	23K
Satisfactory	9K

# Calls by Agent Communication Style

Polite	25K
Professional	6K
Impatient	1K

# Calls by Performance Score

Score 10	5.0K
Score 9	10K
Score 8	9.8K
Score 7	1K
Score 6	1K
Score 5	1K
Score 4	1K
Score 3	1K
Score 2	1K
Score 1	1K

Agent Name	Resolution Status	Call Sentiment	Quality of call	Agent Communication Style	Problem Classification	Problem Summary	Agent Performance Score
Yogesh	Not Resolved	Negative	Unsatisfactory	Polite	CC repayment issue	Customer claims they are being repeatedly debited for a Credit Card that was already repaid	330
Yogesh	Not Resolved	Negative	Unsatisfactory	Polite	Refund Delay	Customer refund has not been processed since May and the call center has not provided a satisfactory explanation for the delay.	198
Yogesh	Not Resolved	Neutral	Unsatisfactory	Polite	Refund	Customer claims to not have been refunded	330
Yogesh	Not Resolved	Positive	Unsatisfactory	Polite	CC repayment issue	Customer claims they are being repeatedly debited for a Credit Card that was already repaid	80
Yogesh	Not Resolved	Positive	Unsatisfactory	Polite	Refund	Customer claims to not have been refunded	80
Yogesh	Not Resolved	Positive	Unsatisfactory	Polite	Refund Delay	Customer refund has not been processed since May and the call center has not provided a satisfactory explanation for the delay.	48
Yogesh	Resolved	Positive	Satisfactory	Professional	CC application	Customer has not received Credit Card after several attempts	656
Yash	Not Resolved	Negative	Unsatisfactory	Impatient	Banking	Customer experienced double deduction and requested refund, but has not received it yet	246
Yash	Not Resolved	Neutral	Unsatisfactory	Polite	CC inquiry	Customer inquiring about new Credit Card	328
<b>Total</b>							<b>155236</b>

- Full call transcript
- Automate call Categorization
- Automate call quality scoring
- Generate call Summary
- Detect customer sentiment
- Generate agent Score
- Ensure adherence to script
- Identify recurring issues
- Identify coaching Opportunities