

01. Every Business faces numerous issues with call centre.

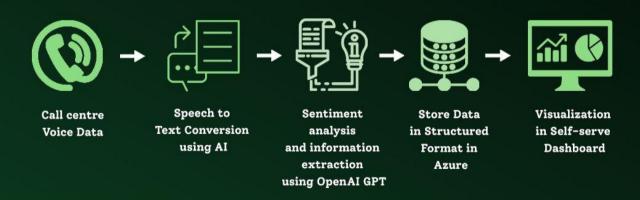
Is your business:

- 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?

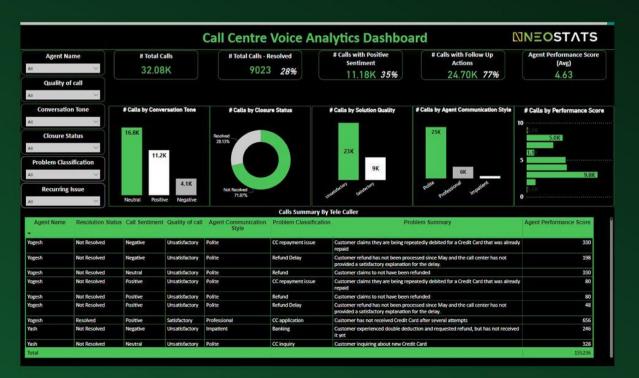
02. Call Centre AI can help you deal with all the above issues.



03. How Call centre AI Works?



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



- 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