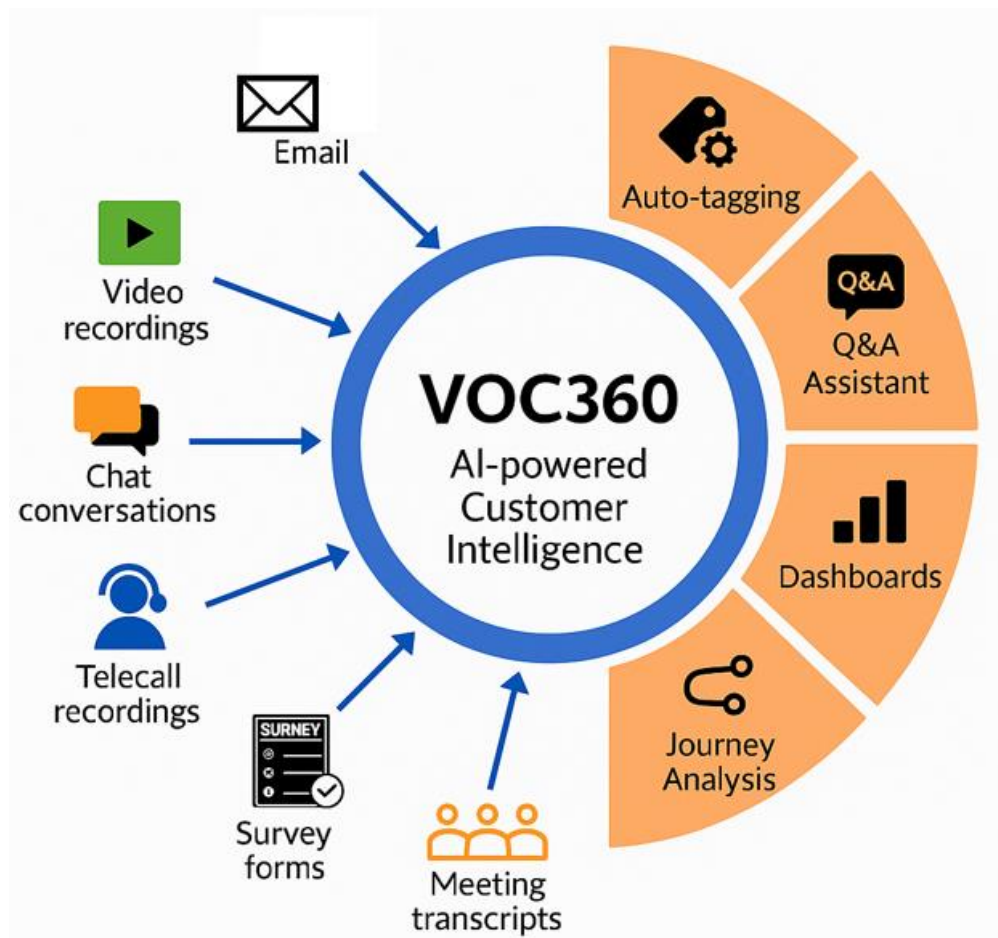


Voice of Customer Solution (VOC) Agentic Platform

Transform Customer Feedback into Real-time Insights with Azure + AI

SNP Technologies' Voice of the Customer (VOC) Analytics Platform is a next-generation, Agentic AI-driven solution built to capture, analyze, and interpret customer feedback across every channel. Powered by Azure OpenAI Services, Azure AI Search, and a robust multi-agent orchestration framework, the platform combines advanced intelligence with scalability to deliver deep, actionable insights. With its upgraded architecture, VOC empowers organizations to reimagine their customer experience strategies, turning raw feedback into meaningful business outcomes.

SNP's Intelligent Voice of the Customer (VOC) AI Platform



VOC Platform Highlights:

SNP's **VOC Analytics Platform** harnesses the power of advanced Azure components to deliver intelligent, reliable, and scalable insights:

- **Azure OpenAI Service** – for embeddings, retrieval, and summarization.
- **AutoGen & Azure Function Apps** – for orchestration, memory, and task management.
- **Azure AI Search** – for high-performance document vector retrieval.
- **Custom Copilot** – for interactive and accessible feedback exploration.
- **Critic Agent + Summarizer Agent** – for consistent, quality-controlled outputs.

Value of SNP's VOC- AI Platform:

- **Orchestrate Feedback Analysis with AI Agents**

Break down complex customer queries into manageable sub-tasks using a Planner Agent, then route them to specialized agents—Retriever, Summarizer, and Critic—for accurate, explainable responses.

- **Extract Insights from All Customer Interactions**

Automate the ingestion and processing of transcripts, tickets, and surveys from SharePoint and other sources using LangChain loaders and Azure batch pipelines, ensuring no feedback goes unnoticed.

- **Real-Time Sentiment and Topic Detection**

Analyze customer tone and intent while classifying feedback into relevant topics and subtopics aligned with key business KPIs.

- **Scalable and Auditable Voice Analysis**

Perform thousands of feedback evaluations seamlessly with embedded document stores and retrieval pipelines powered by Azure AI Search, ensuring both scalability and auditability.

- **Respond to Customer Needs in Real Time**

Deliver summarized insights and actionable takeaways through conversational chat (Custom Copilot) or interactive dashboards, enabling rapid, informed responses.

- **Drive Proactive Decision-Making**

Leverage agent-reviewed insights to quickly identify pain points, service gaps, and areas of excellence, empowering smarter, faster business decisions.

- **Centralized Knowledge Management**

Store, embed, and version all feedback and generated responses in a centralized repository, making insights accessible on demand and ensuring continuity across teams.

Deliverables:

- **Executive Summary Report** – actionable insights derived from pilot data, including potential ROI and strategic recommendations.

- **Deployed VOC Agentic Solution** – a fully production-ready environment tailored to your organization's needs.

- **Chatbot** – an end-user interaction interface integrated with preferred channels such as Teams or custom applications.

- **Knowledge Transfer & Training** – comprehensive enablement for client teams to operate, scale, and extend the solution independently.

- **Enhancement Roadmap** – strategic recommendations for next phases, including predictive churn analysis, personalized experiences, and voice-to-insight automation.

About SNP Technologies Inc.

SNP Technologies Inc. is a trusted Microsoft Solutions Partner, empowering businesses to thrive in a cloud-first world. We specialize in **Azure cloud infrastructure, security, data and AI, and modern workplace solutions**, delivering transformation through a **customer-first approach** and **deep Microsoft expertise**.

Supported by globally recognized **ISO certifications in IT Service Management, Information Security, and Business Continuity Management**, SNP ensures that innovation is never achieved at the expense of security or stability.

Our capabilities are further enhanced by **multiple Microsoft Specializations**. Combined with our passion for solving complex challenges, these specializations enable SNP to deliver **tailored, scalable solutions** that drive agility, strengthen security, and accelerate business outcomes.

Microsoft Solutions Partner

Infrastructure Azure

Specialist

Azure VMware Solution
Networking Services
Infra and Database Migration
Azure Virtual Desktop

Microsoft Solutions Partner

Security

Specialist

Cloud Security
Information Protection and Governance
Threat Protection

Microsoft Solutions Partner

Digital & App Innovation Azure

Specialist

Kubernetes on Azure
AI Platform on Microsoft Azure
Migrate Enterprise Applications to Microsoft Azure
Accelerate Developer Productivity with Microsoft Azure
Build AI Apps on Microsoft Azure

Microsoft Solutions Partner

Data & AI Azure

Specialist

Data Warehouse Migration
Kubernetes on Azure
Analytics
AI Platform on Microsoft Azure
Infra and Database Migration
Migrate Enterprise Applications to Microsoft Azure
Build AI Apps on Microsoft Azure

TÜVNORD

TÜV NORD CERT GmbH

ISO/IEC 20000-1

tuev-nord.de

TÜVNORD

TÜV NORD CERT GmbH

ISO/IEC 27001

tuev-nord.de

TÜVNORD

TÜV NORD CERT GmbH

ISO 22301

tuev-nord.de

Member of

Microsoft Intelligent Security Association

Microsoft Security

Microsoft Verified Managed XDR Solution

Fabric Featured Partner

Microsoft

AWARDS & RECOGNITION:

Microsoft Partner

2024 FINALIST MSFT AMERICAS PARTNER OF THE YEAR

Microsoft

Infra & App Innovation

Microsoft Partner

2023 PARTNER OF THE YEAR FINALIST

Microsoft

Security

Microsoft Partner

2021 MSUS PARTNER OF THE YEAR WINNER

Microsoft

Business Excellence in Solution Assessments

Microsoft Partner

2019 MSUS PARTNER OF THE YEAR WINNER

Microsoft

Intelligent Cloud & OSS on Azure

Microsoft Partner

2019 PARTNER OF THE YEAR FINALIST

Microsoft

Open-Source Applications & Infrastructure on Azure

Microsoft Partner

2018 US SI PARTNER OF THE YEAR WINNER

Microsoft

Solution Innovation on Microsoft Azure Award

Let’s move forward together with confidence. We’re here to help at every step.

Email us: SNP’s CEO Prakash Parikh: prakash@snp.com