



Telecom CoPilot

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In the arena of data-driven decision-making, position yourself as the guiding force navigating the vast sea of customer interactions. The challenge lies in harnessing the wealth of information buried within call centre recordings to enhance customer satisfaction and operational efficiency. The solution unfolds through advanced analytics and AI-driven speech recognition technologies, enabling the extraction of valuable insights and trends, ultimately steering your business towards improved service delivery and strategic growth.

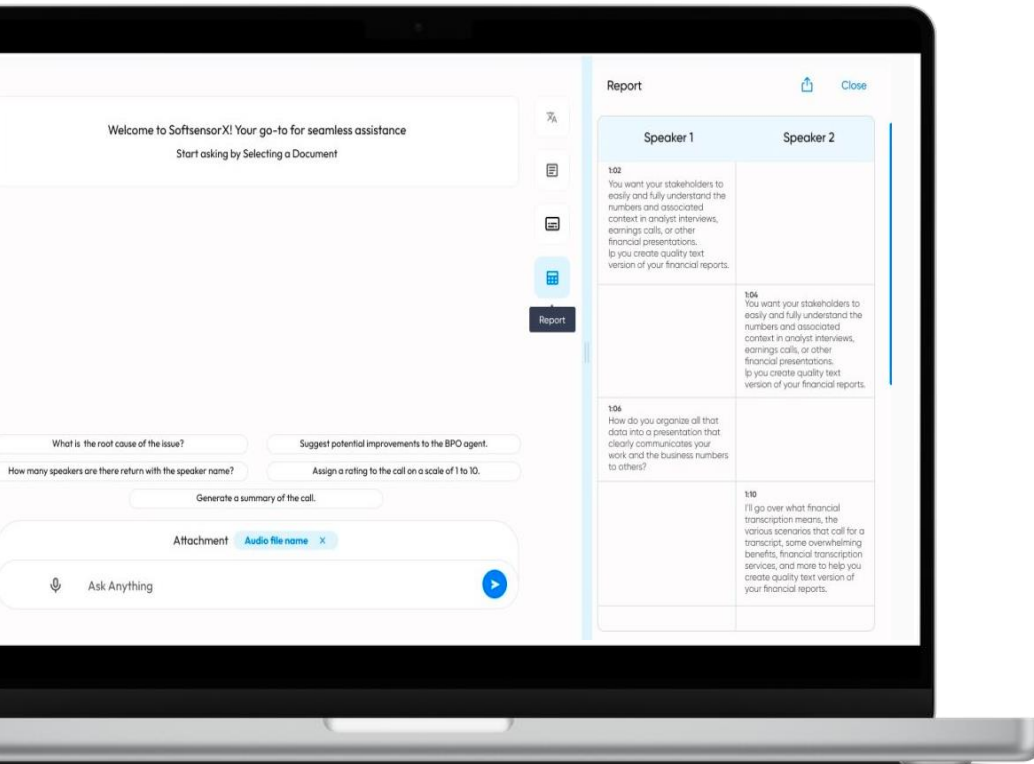
Solving Enterprise Challenges

Multilingual Challenges: Developing AI solutions for call analysis in different languages faces hurdles due to accents, dialects, and linguistic nuances.

Accuracy and Dependability: Ensuring precise transcription and comprehension of spoken words and NLP algorithms capable of understanding context, intent, and sentiment from audio data.

Handling Data Variability: Data variability in call recordings challenges reliable analysis in speech analytics due to differences in audio quality, background noise, and speaker traits.

Scalability and Efficiency: Scaling AI-powered speech analytics to handle large call volumes requires robust infrastructure capable of real-time data processing without sacrificing performance.



Experience the transformative capabilities of Telecom Copilot, designed to empower enterprises in overcoming financial challenges with confidence. Telecom Copilot paves the way for enterprises to navigate financial challenges confidently, leveraging advanced technology for transformative results.

Effortless Video-to-Audio Transformation: Seamlessly convert video to audio for streamlined AI processing, ensuring consistent handling of multimedia content with efficiency.

Innovative Audio Diarization: Harness the cutting-edge technologies of Whisper-X and Nvidia Nemo to convert and segregate audio into speaker-specific transcripts with unparalleled fidelity.

Core AI-Driven Processes: Drive efficiency with robust audio diarization and comprehensive transcription analysis, employing advanced algorithms for impeccable speaker accuracy.

Superior Transcription Analysis: Elevate accuracy with OpenAI GPT-4 (0125k-preview), delivering next-level precision in transcription analysis for detailed insights and decision-making.

Dynamic Report Generation: Automatically synthesize findings into detailed reports, enabling data-driven decision-making and efficient content management.

Our groundbreaking solution, enhanced with Voice Activity Detection (VAD) to significantly reduce transcription errors. With VAD preprocessing, we guarantee crystal-clear transcripts, ensuring optimal clarity. Leveraging Whisper technology, we deliver precise transcriptions, achieving unparalleled accuracy. Furthermore, our system intelligently distinguishes between speakers in input audio, tailoring transcripts accordingly. Elevate your audio transcription experience with our innovative solution, offering unmatched accuracy and clarity for your business needs.



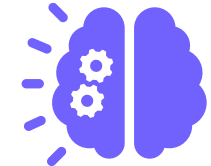
Our workflow maintains consistency by converting video to audio, then seamlessly integrating it into our AI feature for streamlined processing, ensuring efficiency and productivity across all media formats.



It offers two components: Audio Diarization and Transcription Analysis. Whisper-X and Nvidia Nemo provide precise transcripts, while OpenAI-GPT-4 ensures accurate analysis. Achieve efficiency and insights with our solution.



For audio diarization, we utilize Whisper-X and Nvidia Nemo to convert audio files into speaker-diary transcripts.



For transcription analysis component, we harness the power of OpenAI-GPT-4 (0125k-preview) to analyze user transcripts with enhanced accuracy.

The crafted solution caters to professionals and businesses seeking to elevate their customer support services through advanced analytics. It's specifically beneficial for-

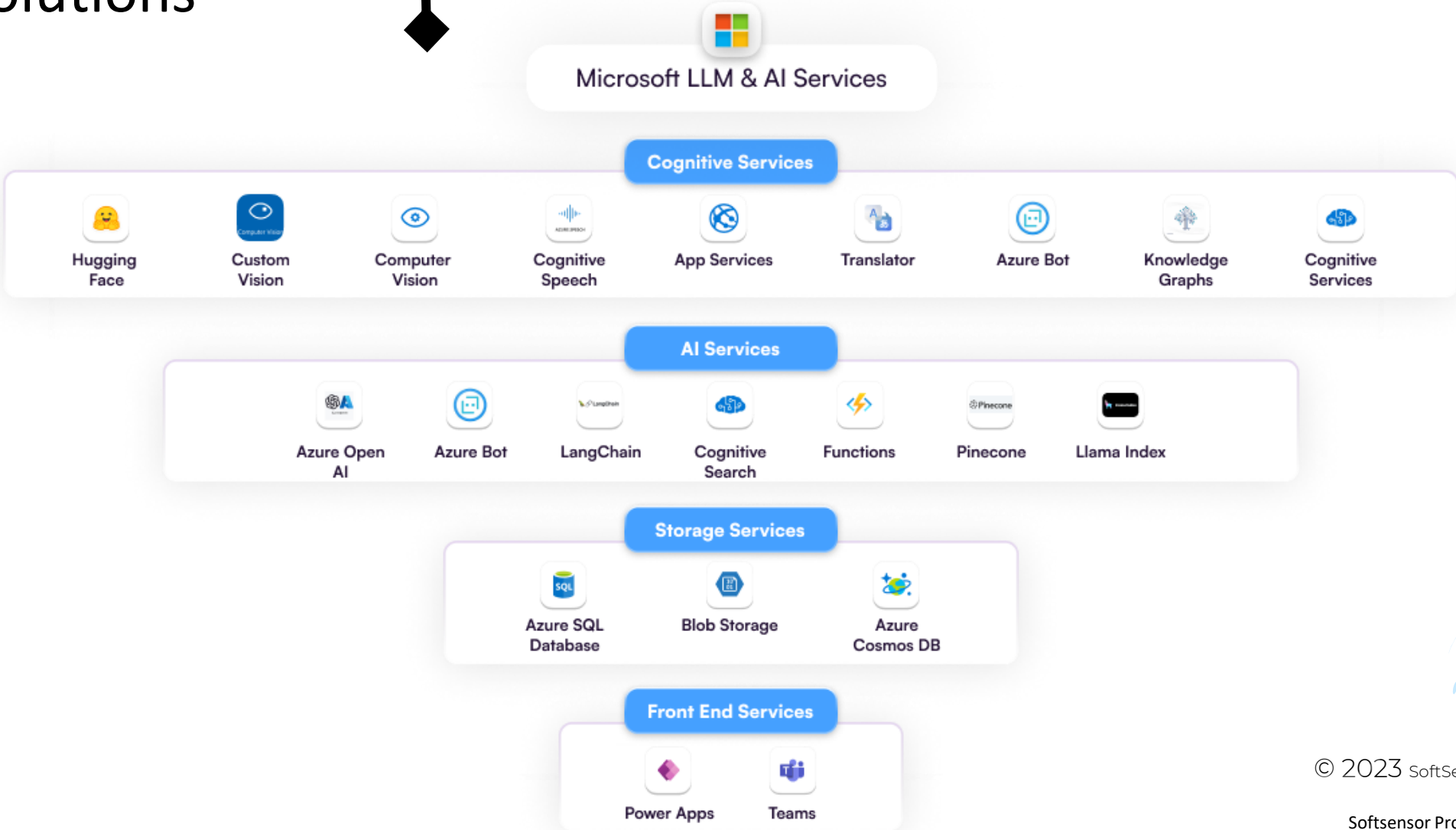
- **Operations Managers:** Enhancing the efficiency and effectiveness of banking processes by identifying bottlenecks and areas for improvement.
- **Compliance Officers:** Ensuring that customer support interactions comply with regulatory requirements and industry standards, reducing the risk of compliance breaches.
- **Risk Management Teams:** Identifying potential risks and vulnerabilities in customer support processes and implementing mitigation strategies.
- **Customer Experience Managers:** Improving the overall customer experience by analyzing interactions and identifying pain points or areas for enhancement.
- **Product Development Teams:** Using insights from customer interactions to inform the development of new banking products and services that align with customer needs and preferences.
- **Fraud Prevention Specialists:** Detecting and preventing fraudulent activities through the analysis of customer support interactions and transactional data.
- **Data Analysts:** Leveraging advanced analytics tools to extract actionable insights from large volumes of customer support data, driving informed decision-making and continuous improvement initiatives.

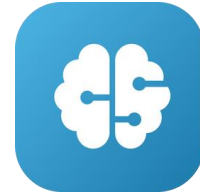


Leveraging the power of LLM with SoftsensorX

Generative AI Solutions

SoftsensorX is our technology framework for building the next-gen foundations for Gen AI Enterprises.





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