ABOUT SAYINT[™]

Sayint is Zen3's speech analytics platform using cutting-edge AI, ML and NLP to uncover meaningful insights from customer conversations. These insights are used by organizationsto develop, automate or improve key business functions/decisions.

Sayint improves processes to capture missed product upsell opportunities, lower post-sale issues, increase customer satisfaction, and ensure adherence to compliance. The platform leverages speech analytics for organizations to automatically audit calls and provide valuable insights into operations.

Our Mission

Sayint empowers companies to make sense out of the enormous repositories of customer interaction data across various channels so organizations can make the right decisions resulting in better experience for their customers.

Industries Served

BFSI

70% improvement in audit & compliance monitoring capabilities 30% more efficiency through custom email bot

Media

32% improvement in customer retention score 81% reduction in manual call auditing effort 35% increase in sales conversion rate

Telecom

4 second reduction in average handle time across 30,000 calls \$125,000 increase in savings

Travel

15% higher call center conversion 26% improvement in CSAT

Human Resources

\$600,000 annual savings on support cost Average turnaround time reduced from 2 hours to 12 min





SAYINT CAAS (Compliance as a Service)

CaaS ensures compliance with industry regulations and standards for even the pickiest auditors.

- Call Center data collection & storage
- Evaluation of agent business process adherence
- PII and PCI information masking and redaction from stored audio calls & transcript
- Identification of vulnerable customers on calls and flagging of issues

Benefits

Automated Speech Recognition (ASR) Improve your speech model for multiple languages and accents

Named Entity Recognition Use our customizable NER service to train your ML models to extract and pre-process data.

PII Redaction Identify all elements within data that you'd like to redact before exporting or storing them.

Payment Card Industry (PCI) Compliance Automatically remove customer billing information from call recordings and call transcripts.

Sentiment Analysis & Intent Analysis Accurately measure overall opinion, feeling, or intent expressed in a block of text or speech

PERFORMANCE & QUALITY

Plug-and-play production deployments; less-resource, high-fidelity models; high throughput of labeled data; strong security and compliance features

IMPROVEMENT & PROCESS CHANGE

Identify call trends/patterns in real-time for operations planning, forecasting and business intelligence. Easily track key call behaviors improving on-call resolution.

VOC & MARKETING

Identify Key Customer Issues:

Analyze key terms and drivers associated with customer dissatisfaction and feedback.

Classify Customer Groups:

data collected.

Competitive Analysis:

Identify when and how frequently customers mention alternative products and services.

Rapport & Sales Experience:

Capture call sentiment allowing agents to provide empathy and personalization.

Campaign Effectiveness:

Evaluate marketing campaigns by analyzing customers verbatim to correlate with actual outcomes.



Segment customers into groups to gauge requirements based on



Agent View Agent View Compliance Rate Total Calls taken Tetal Call Time Randy 8 Wellington 64% Compliance 1232 calls 15h-58m Analysis Performance Failer Call Logs Time/Date Interview I 5104 12 540304 21 May 2019 03:34 min 1877589789 2444 NE 854532 05:34 pm ₿ Cerr Greetings - <u>H</u> 🗇 🕢 Mashed 🚥 Drilly Level Performant Transf Branding Date Pe I can see that your request for tearty third day of Ame. has been registered - 0 for a flight loading from New York to New Daths, India, is Indungin? Appentition 28 Kim 2018 of 36 Highl Want New York, Us Newark ... Privacy P ्ष 11 May 1014 A 50-40 pm Proper Str sory I ddn'i gel yna, can yw please mynd lital onoe agair Tere Ver My Marie 13 Perce 2013 of 20,475 per said it's not Piere York, it's Hewark Messark Proper 5 2146-221403-004 From 20G Ohl Nerwh, gol 8. Borry for the inconvenience... 13 Res 2013 of 30 Alloch Proper 5 His issues, can you let me know the date? Compilar 27 Mar. 277 1 41 80-40 year research Sure-malain, prease hold pr... 15 May 1974 at 10.45 pt Proper 54 Treated C His leaves, can you let me know the detail?

Agent Performance



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Smart Insights from