sayint ™

A ZEN3 Product

SMART INSIGHTS FROM CONVERSATIONS

Sayint, Zen3's conversational analytics platform, uses cutting-edge AI, ML, and NLP to generate smart insights from customer conversations. We help businesses leverage their speech data to drive efficiency, increase revenues, enhance customer experience, and ensure compliance.

Aiming to be a leading SaaS platform for conversational analytics, we transform your vast repositories of customer interaction data into actionable intelligence by analyzing 100% conversations.

1 Million+
Hours of Processed Speech Data

20+
Languages

1300+
Team of Experts

13+
Markets

SOLUTIONS

Compliance-as-a-Service

Morphological Annotation

Personally Identifiable Information (PII)

Sentiment Analysis

Topic Detection

Grapheme to Phoneme (G2P)

Intent Classification
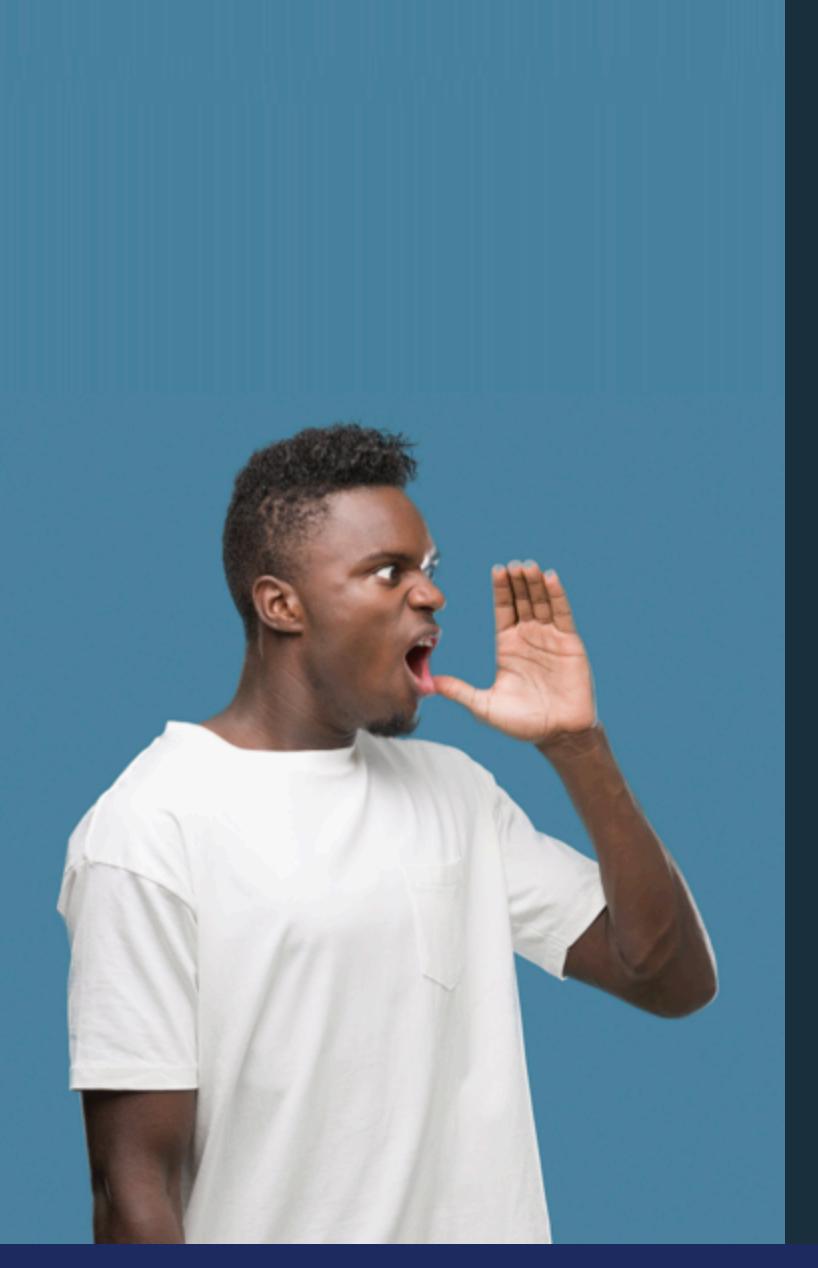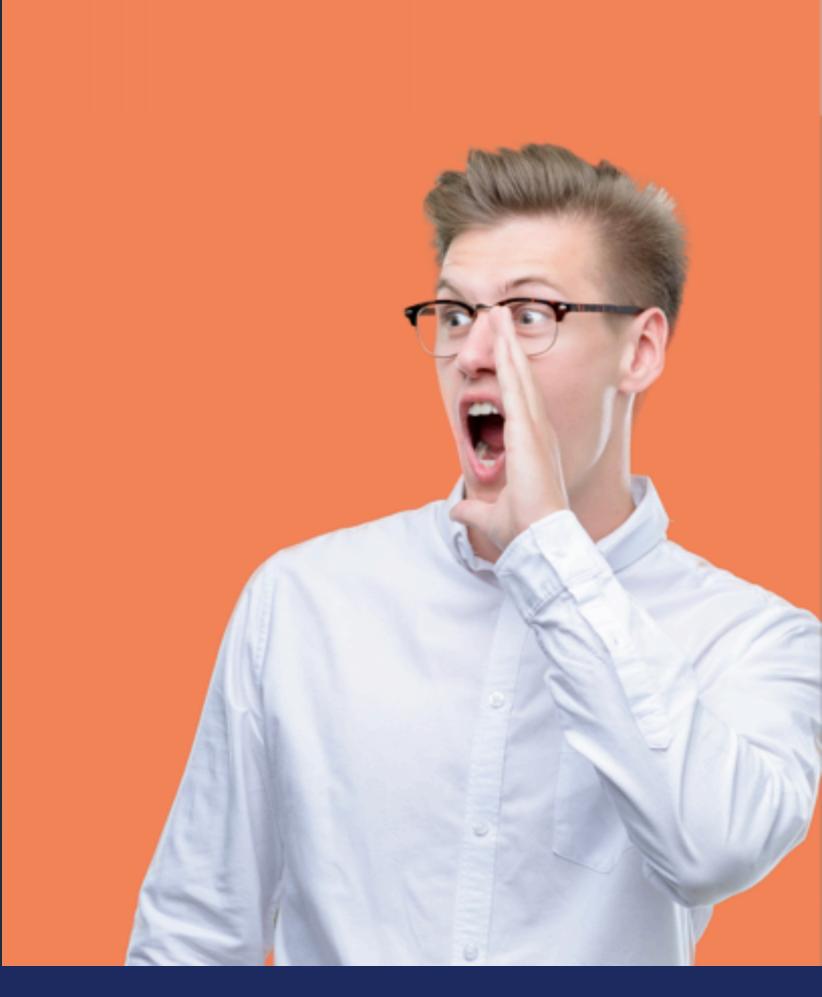
Meeting Room Summarization

Speech-to-Text

Medical Transcription & Medical NER

PII Redaction

Audit scores by category
85% C-SAT
98% Script
91% Communication
92% Empathy
90% Knowledge
98% Protocols

Call insights
Agent 3234
28th Apr 2018 saturday, 02:02:24 am
Client 07771152523
Greeting   Call sign off   Self intro   PCI   Branding

Service Effectiveness

Agent Performance and Training
TOP PERFORMING AGENTS
John Noel   Jake Sandler   Shafi Aleem
CALL COUNT STATISTICS
13,189 Total Calls   12,190 Outgoing Calls   10,140 Incoming Calls   8,229 Unique Calls

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