



AnalitiCall

Powered by **teia** Consultoría



iListen what your customers say and transform these interactions into **knowledge and competitive advantages!**

Designed for companies in the Customer Support, BPO and Contact Center sector.

Outstanding Features

- **Efficient Conversation Management:** Organize and store historical conversation files efficiently in a centralized repository.
- **Audio to Text Conversion:** Through robust processing, it transforms audio files into text, making it easier to search and analyze information.
- **Sentiment Analysis:** Evaluates sentiment, providing a deep understanding of the emotions behind conversations.
- **Virtual Assistant Integration:** Incorporate a virtual assistant with GPT Chat to interact and obtain business knowledge instantly.
- **Security and Controlled Access:** Integrate the platform with your organization's active directory and protect access to external users with username and password authentication.
- **Intuitive Web Tool:** Offers an enhanced user experience with an easy-to-use interface and informative dashboards to understand audio content and metadata.



Key Benefits

Cost Savings:

Reduce file storage and organization expenses by converting audio to text and minimizing its size.



Cloud Deployment:

No investment in infrastructure is required; It runs in the cloud and can scale according to your operational needs.



Continuous Improvement:

Evaluate the quality of customer service to make constant improvements in your operations.



Specific Search:

Make it easy to find crucial information in your call center or point of sale.



Integrate Additional Information Sources:

Such as CRM, ERP or other systems that allow enriching analysis and decision making.



Cutting-edge Technology:

Stay ahead with AI services, like ChatGPT, to make informed decisions.



Custom scenarios

- Monitor call quality based on compliance with the service protocol.
- Detection of possible fraud that service personnel and/or clients could generate to your services or products.
- You can integrate specific scenarios focused on your organization's processes.

Contact us

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AnalitiCall Evolve the way you manage and leverage your **conversations** with customers, providing valuable **insights** and improving operational efficiency.