

ABOUT SAYINT™

Sayint speech analytics helps organizations audit calls automatically, provide insights into operations. Sayint helps improve processes that can lead to capturing missed product upsell opportunities, lowering post-sale issues, customer DSAT, and measuring compliance.

Our presence in different industries:

BFSI



Compliance KPI in Financial Services to present **RAG reports** on areas of concern with immediate alerts.

HEALTHCARE



Fully automated **medical transcriptions** with Protected Health Information Data Extraction and Identification (PHId).

RETAIL



Deliver **customer intelligence** to the front-line staff for brand promotion. Automated quality check **100% of conversations**.

TRAVEL



Savings in reducing booking errors (**300K Pounds per year**). **Significant reduction** in complaints to the Air Carrier Access Act.

SUPPORT



Auto response to **50% of calls** via IVR/chatbot. TAT for responses **reduced** from 4 hours to a few minutes.

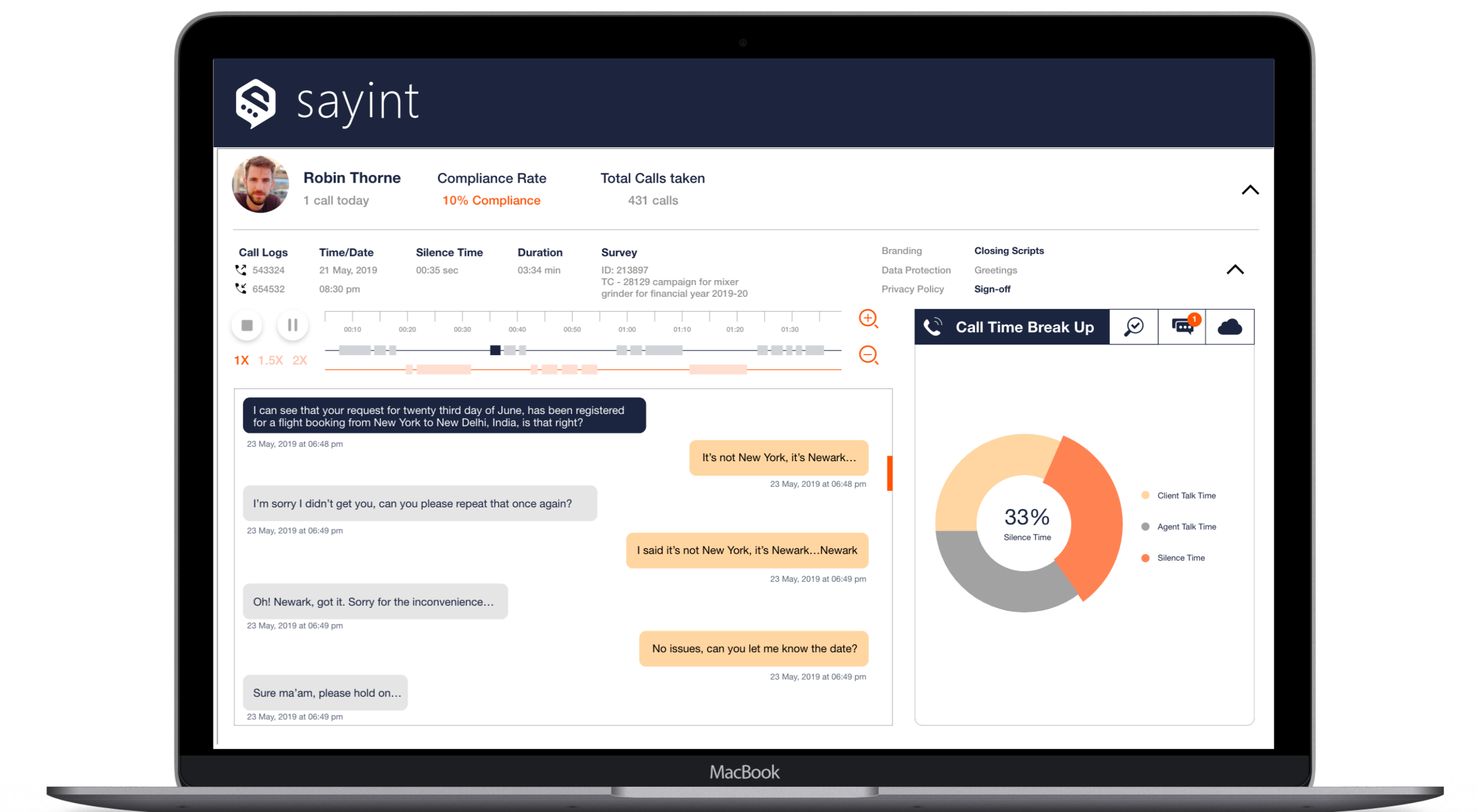
PRODUCTS & SERVICES

SAYINT'S CAAS (Compliance as a Service)™ provides calls centers a range of services from:

1. Collection & storage of call center data.
2. Checking whether agent follows business process adherence.
3. PII and PCI information masking and redaction from stored audio calls & transcripts.
4. Identifying a vulnerable customer on a call and flagging a forced sale.

PEER SERVICES

- Automated Speech Recognition (ASR)
- Text Denormalization
- Word Overlap & Semantic Sentence Matching
- Punctuation & Sentence Boundary Detection
- Named Entity Recognition
- Personal Information Identification (PII)
- Payment Card Industry (PCI) Compliance
- Speaker Diarization and Recognition
- Sentiment Analysis & Intent Analysis
- Topic Modeling & Summarization
- Domain-specific Chatbots



PERFORMANCE & QUALITY

Monitor up to 100% calls to improve visibility on individual strengths and weakness and cut the gap between the best and the worst.

IMPROVEMENT & PROCESS CHANGE

Use call surges/trends, real-time for ops planning, forecasting and business intelligence. Improvement in on-call resolution by tracking key call behaviors.

VOC & MARKETING

Identify Key Customer Issues - Analyze key terms and drivers associated with customer dissatisfaction and feedback.

Identify Customer Groups - Use call meta-data to segment customers into groups and gauge their requirements.

Competitive Analysis - Identify when and how frequently customers mention alternative products and services.

Rapport & Sales Experience - Focus on personalization and empathy by capturing sentiments on calls.

Campaign Effectiveness - Evaluate marketing and outbound by analyzing customer verbatim and correlate with outcomes.

CLIENTS

Microsoft



BOEING



PACCAR Inc



teletext
holidays

TURVO

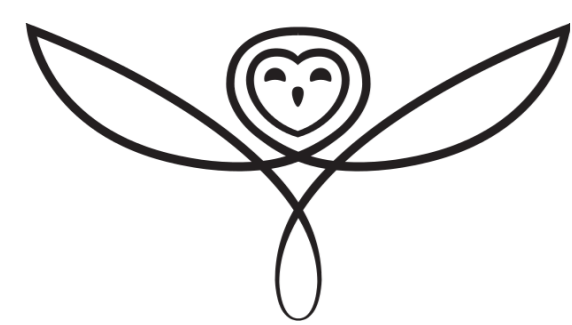


bmg
research

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sayint™

smart conversational insights