

EMEIA FSO wavespace Voice Analytics Platform

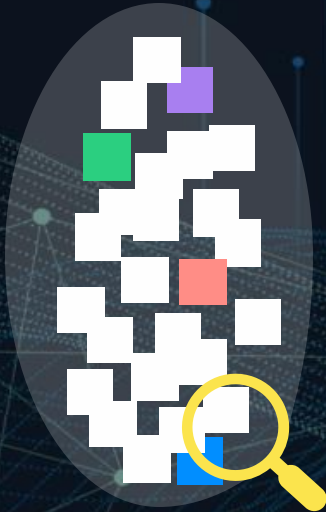
1

The Challenge



1. The Challenge

Many companies have a restricted view of their unstructured data (voice, text, images) due to limited sampling capabilities, leading to high analysis costs.




Before




After

- Due to the high volume of audio / text data, quality reviewers are only able to analyze 1%-10% of data, leading to restricted view of data when performing data discovery to find patterns or unveil answers to business questions, when handling large sets of data.
- Companies currently have limited ability to detect live trends, creating higher times to respond to live events, like incident responses or forecasting.
- Most don't have dynamic customer service / sales protocols and systems, that attend high demanding customers in real time and in a customized manner leading to a greater opportunity cost.



Our Solution



2. Our Solution

The platform

The platform provides deep reporting capabilities on an operational and strategic level.



- Have a clear overview of all the interactions between your company and your customers by taking a deep look into the details.
- Transcribe large sets of audio files, using 40+ language- and domain-specific Speech-to-Text models. Train custom models to understand specific context and improve performance.
- Analyze different data models, in order to improve business process management and customer satisfaction.
- Use the platform “as-a-Service” or deploy it in your own cloud or on-premises environment.
- Decide between different payment schemes to find the best fit.

2. Our Solution

Voice Analytics Platform Overview

The voice analytics platform is an analytical tool that analyzes large sets of unstructured audio or text data to obtain business insights or enable business activities by applying a combination of Cloud Services and proprietary Machine Learning models.



TRANSCRIPTION

- Industry / domain Speech to Text models
- Custom Speech to Text models
- Language detection
- Speaker diarization
- Integrated with Contact Center technology



DATA ANALYSIS

- Call Classification
- Text Analysis
- Natural Language Understanding
- Sentiment / Tone Analysis
- Natural Language Processing (NLP)
- Data model extraction



BUSINESS INSIGHTS

- Data Visualization
- Topic Modelling
- Semantic Search
- Intent / Named Entity Recognition
- Question answering
- Summarization

2. Our Solution

Main benefits

Voice Analytics provide benefits that improve customer experience, increase efficiency, save costs, and give valuable insights for organizations to monitor their operations.

OPERATIONAL SAVINGS

FTE reduction on manual quality control, compliance assurance, sales improvement, etc.

- Cost reduction by automating manual control and analysis
- Improved transfer rates and operational efficiency
- Higher FTE focus on higher-value transactions
- Lower number of transferred calls

AGENT PERFORMANCE

Improved agent performance through better call analysis.

- Higher agent performance rating
- Improvement of Average Handle Time (AHT)
- Higher First Call Resolution (FCR) Rate
- Sales conversion rate optimization

ENGAGING CUSTOMERS

Monitored customer interactions for the detection of behavioral patterns on an individual and collective level.

- Omni-channel consistency
- Sentiment and emotion detection
- Cross- and up-sell opportunities
- Attrition improvement
- Higher NPS

MONITORING RISKS

Overall compliance with customer and security protocols.

- Improvement of compliance protocols
- Agent script adherence
- Incidence detection / forecasting
- Data privacy / security compliance

2. Our Solution

Implementation Model

EY Hosted

EY will automatically extract the audio files from different data sources (Contact Center Technology, repositories, real-time streaming, etc.) and will analyze it in a secure Client Technologies environment. The client will have access to a web interface to consume the analyzed information.

EY will charge the client based on the usage, implementation licensing cost.

Client Hosted

EY will deploy the platform in a client hosted cloud environment, following client security guidelines. The client will have access to a web interface to consume the information that will be running on the client backend.

EY will charge based on client-cloud deployment and annual licensing (per volume).

The client will cover usage costs (per volume)

On-Premises

EY will deploy the platform on a client hosted on-premises environment. The client can consume the information in a proprietary web interface and the platform will run locally.

EY will charge based on on-premises deployment and annual licensing (per volume).

The client will cover platform and usage costs (fixed + per volume).



Voice Analytics powered by Open AI

3. Voice Analytics powered by OpenAI

- Together with voice analytics, Generative AI enables a more intelligent contact center empowering agents and business teams
- The integration of Generative AI in our Voice Analytics Platform improves the analytical capabilities with use cases such as content generation, summarization or natural language queries



Summarization

The tool automatically generates a summary based on the recorded conversation, which can be stored in the CRM or used for review.

“Automated summarization saves us time and provides insight on past interactions”



Customer service agent



Conversational analytics

Users can ask questions to the system, who will use available data points (topic modelling, entities, agents, dates, CRM data...) to produce actionable answers

“We are able to understand patterns in our interaction with minimal effort”



Operations analyst



Content generation

The agent is provided with tailored responses based on the customer enquiry, provided through a personalized user interface

“I am able to provide meaningful answers faster to our customers”



Customer service agent

3. Voice Analytics powered by OpenAI



Summarization

The AI language model excels at summarizing the prompt text by condensing key points and details into a concise format. It demonstrates efficiency and accuracy in providing clear and coherent summaries in just a few lines. Whether it's news articles, research papers, or any other text, AI can swiftly extract relevant information for efficient understanding

The screenshot displays a software interface for voice analytics. At the top, a 'Summary' panel shows the text: 'The speaker is the youngest executive manager in an American company, and attributes their success to God's blessing, knowledge, experience, and intelligence. They have 12 years of experience and have trained 88,000 students. They presented their proposal to an executive deputy and were successful, and are now a Regional Manager. They have taken courses in Harvard and Dubai, and have become a board chairman. They are motivated to invest in the future generations and acquire knowledge, and have become the CEO of the company. They have also started three entrepreneurial companies, two of which failed and one succeeded.' Below the summary is a progress bar and a speaker icon. The main interface shows a 'Word Count' of 1349, 'Number Of Speakers' of 2, and 'Duration' of 9 min 48 s. A 'Topics' chart shows three categories: 'Technical Request', 'Commercial Claim', and 'General Request'. A 'Word Count' chart shows the distribution of words for two speakers: Speaker 1 (81 words) and Speaker 2 (101 words).

Projects / Arabic demo / samplearabicreview / 3580731458320672-onlymp3.to - 192k-1660237370069.mp3-1664184742

Success

Overview Extraction Dialog Transcription

Language Understanding

Agents

Summary

English Arabic (United Arab Emirates)

The speaker is the youngest executive manager in an American company, and attributes their success to God's blessing, knowledge, experience, and intelligence. They have 12 years of experience and have trained 88,000 students. They presented their proposal to an executive deputy and were successful, and are now a Regional Manager. They have taken courses in Harvard and Dubai, and have become a board chairman. They are motivated to invest in the future generations and acquire knowledge, and have become the CEO of the company. They have also started three entrepreneurial companies, two of which failed and one succeeded.

00:00 09:48

Word Count

Number Of Speakers

Duration

Created by

1349

2

9 min 48 s

Bele Mawla Wilson Torres Sep 26, 2022 11:32 AM

Word Count

Speaker 1 : 81 words Speaker 2 : 101 words

Topics

Technical Request Commercial Claim General Request

Entities

3. Voice Analytics powered by OpenAI

Conversational Analytics

OpenAI LLMs have the capability to answer a wide range of user's questions, providing accurate responses based on the recorded conversations. This QA system provides an easy way to extract insights from audio transcriptions

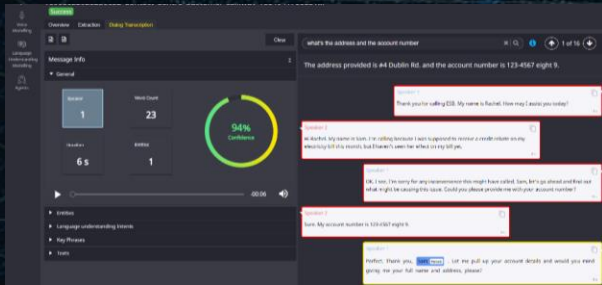
Specific Questions

who is calling and who is he/she calling to?

The caller is Sam and they are calling ESB.

what's the address and the account number

The address provided is #4 Dublin Rd. and the account number is 123-4567 eight 9.



what's the address and the account number

The address provided is #4 Dublin Rd. and the account number is 123-4567 eight 9.

Speaker 1: Thank you for calling ESB. My name is Rachel. How may I assist you today?

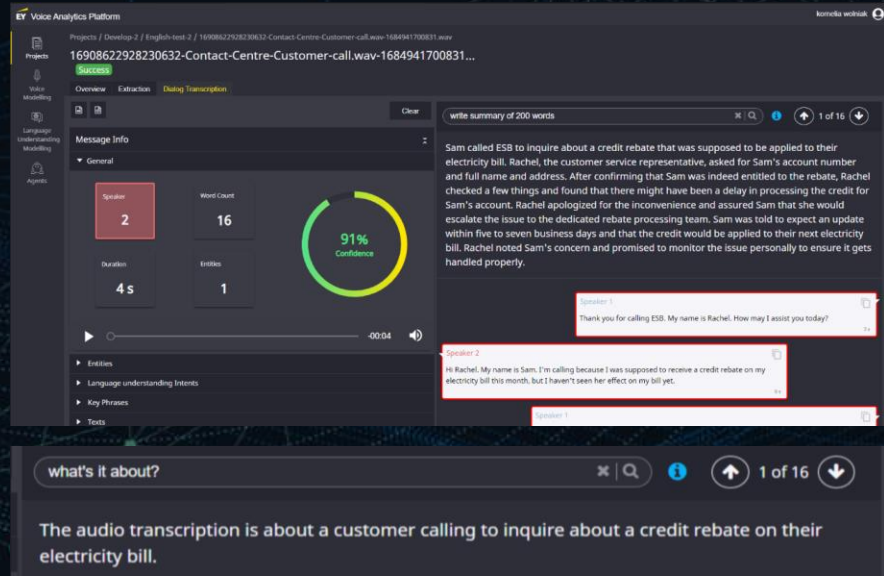
Speaker 2: Hi Rachel, my name is Sam. I'm calling because I had supposedly receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

Speaker 1: Hi Rachel, my name is Sam. I'm calling because I had supposedly receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

Speaker 2: Hi Rachel, my name is Sam. I'm calling because I had supposedly receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

Speaker 1: Hi Rachel, my name is Sam. I'm calling because I had supposedly receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

General Questions



write summary of 200 words

Sam called ESB to inquire about a credit rebate that was supposed to be applied to their electricity bill. Rachel, the customer service representative, asked for Sam's account number and full name and address. After confirming that Sam was indeed entitled to the rebate, Rachel checked a few things and found that there might have been a delay in processing the credit for Sam's account. Rachel apologized for the inconvenience and assured Sam that she would escalate the issue to the dedicated rebate processing team. Sam was told to expect an update within five to seven business days and that the credit would be applied to their next electricity bill. Rachel noted Sam's concern and promised to monitor the issue personally to ensure it gets handled properly.

Speaker 1: Thank you for calling ESB. My name is Rachel. How may I assist you today?

Speaker 2: Hi Rachel, my name is Sam. I'm calling because I was supposed to receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

Speaker 1: Thank you for calling ESB. My name is Rachel. How may I assist you today?

Speaker 2: Hi Rachel, my name is Sam. I'm calling because I was supposed to receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

Speaker 1: Thank you for calling ESB. My name is Rachel. How may I assist you today?

Speaker 2: Hi Rachel, my name is Sam. I'm calling because I was supposed to receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

Speaker 1: Thank you for calling ESB. My name is Rachel. How may I assist you today?

Speaker 2: Hi Rachel, my name is Sam. I'm calling because I was supposed to receive a credit rebate on my electricity bill this month, but I haven't seen her effect on my bill yet.

what's it about?

The audio transcription is about a customer calling to inquire about a credit rebate on their electricity bill.

4

Demo



the Analytics Solution

Extract business insights from audio

EY wavespace™ Madrid

Contact us

EY | Assurance | Tax | Transactions | Advisory

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

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