

Problem Statement

- Inefficient handling of high volumes of customer inquiries, resulting in delays and inconsistent responses.
- Lack of real-time insights and personalised engagement for customers.
- Inability to adapt to the specific demands of industries like Healthcare, Retail, Fintech, and Real Estate.
- High operational costs associated with managing large teams and outdated systems.

Solution

- The AI-Based Contact Center System is a cutting-edge platform designed to revolutionise customer service operations through the power of advanced artificial intelligence.
- Tailored for industries such as Healthcare, Retail, Fintech, and Real Estate, the solution offers a comprehensive suite of features that streamline operations and elevate customer interactions.

Core Features

★ Real-Time Transcription:

- Accurate and instantaneous conversion of spoken language into text.
- Support for multiple languages and accents.

★ Transcription Analysis:

- Automated sentiment analysis to gauge customer mood and tone.
- Contextual understanding to interpret nuanced language.

★ Inference Engine:

- Intelligent extraction of actionable insights from conversations.
- Predictive analytics to anticipate customer needs and responses.

★ Topics and Keywords Extraction:

- Automated identification and tagging of key topics and terms.
- Customizable keyword filtering for specific industry requirements.

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Screenshots

