

Speech Analytics and Generative AI for the Insurance industry



Adherence to FCA Outcomes Framework

Strengthen regulatory adherence and demonstrate commitment to industry standards

Generative AI

Harnessing the power to reduce after call work, produce auto call summaries and predict customer NPS!



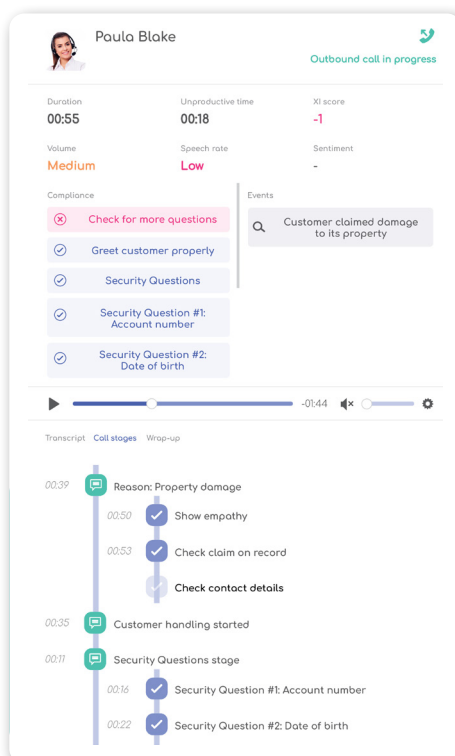
Enterprise Speech Analytics, a huge database of insight into all of your customer interactions and agent performances.

- 100% Vulnerable customer identification & support
- 100% Regulatory Compliance on every call
- 100% NPS score prediction
- Revenue Generation
- Complaint reductions
- Reduction in Call length (AHT)
- Staff Retention and Engagement Increased

↓ 30%
reduction
in Wrap
Time

↓ 50%
reduction
in repeat
calls

↓ 20%
of calls
deflected to
digital



- ✓ Live-In-Call Agent prompting, using speech recognition, to prompt an agent to take every call to the desired outcome.
- ✓ Trained to UK English
- ✓ Trained to YOUR Product Names and Acronyms
- ✓ Highly secure – Government Approved Cloud deployment



Click here to arrange an appointment and also enter a draw to WIN a FITBIT 6!

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