Callinter Datasheet

Fano Labs Artificial Intelligence Speech Analytics System

Use Cases

Callinter combines automatic speech recognition (ASR) and Natural Language Processing (NLP) technologies to do speech analytics and generate analysis reports. It can be applied to various use cases for contact centers.

1. Agent Performance Assessment and Improvement

Callinter analyzes audio recordings and generates ratings and reports regarding agents' performance. The contact center can then assess whether their agents perform well or not, and figure out improvement plan.

2. Root Cause Analysis (RCA)

Customers can call in for various reasons. Callinter helps understand better why customers are calling, so that the contact center will know what and how to improve their service, or even discover new business opportunities.

3. First Call Resolution (FCR)

Callinter also helps identify how likely the calls are resolved in first attempt, so that the contact center will have idea of how to reduce repeat calls and boost operation efficiency.

4. Hot Topics Discovery

To identify the most frequent topics, as well as uncover relationships between the topics.

5. Reduce Churn

As Callinter helps to identify what and how to improve the service quality of contact centers, it can help retain customers.
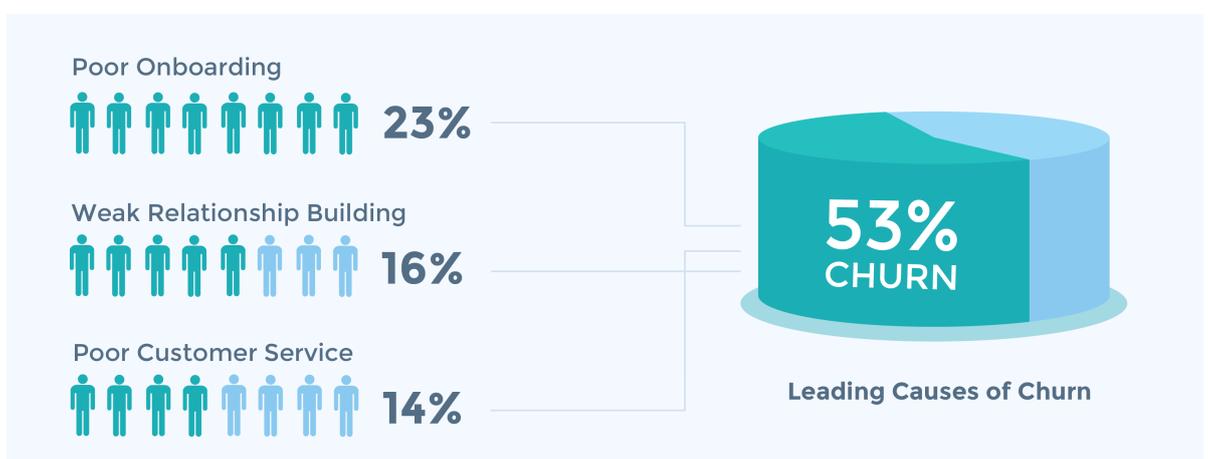
6. Increase Sales Opportunity

From analyzing the recordings, new sales opportunities can be discovered, such as extracting the up-sell and cross-sell opportunities from the calls. Therefore it can help increase the revenue.

7. Ensure to meet Compliance and Company Policies

Compliance and company policies are crucial to a company. Any violation can lead to huge fines or lawsuits. Callinter can spot out such violations and ensure all conversations of agents are aligned with the regulations.

8. Long Calls Analysis

By analyzing the long calls, finding out the reasons, Callinter can effectively help reduce the average handling time (AHT) and transfer rate of the calls, thus increase work efficiency of customer service and improve the performance of contact center.

Poor Onboarding 23%

Weak Relationship Building 16%

Poor Customer Service 14%

53% CHURN

Leading Causes of Churn

Benefits

In the customer service world, especially in financial industry, service quality assurance and compliance are crucial as they are strictly related to risk of huge fines, lawsuits, failure in following policies and regulations, etc. Callinter is able to help on ensuring compliance by analyzing 100% of the calls, transcribing the calls to text and pointing out any failure and/or compliance issue for easier and quicker access to address properly. The solution is able to bring benefits for not only the customer services, but also the development of your businesses.

Lower Cost
Reduce the operating costs of customer service and the cost for quality assurance.

Higher Efficiency
Increase work efficiency of customer service and improve contact center performance.

Lower Risk
Reduce fines or lawsuits caused by compliance issues to protect your business.

Higher Revenue
Increase revenue by extracting the up-sell and cross-sell opportunities in the calls.

Uncover Customer Needs
understand better why the customers are calling with the root cause analysis.

Better Experience
Increase user experience and satisfaction by control the service quality of agents.

Agent Assessment
The manager can clearly see the performance of the agents with the ratings and reports.

Business Insights
Understand your customers and the market better with customers' feedback.

Data Sanitization

Fano Labs' Data Sanitization technology can scan and detect all the sensitive data in the calls, such as the credit card number, account credentials, and other personal information, and replace those utterance with silence. The type of data to be processed can be defined according to the needs of your business. Coming along with our Speech Analytics system, this technology will protect your business as well as customers' personal information from theft or fraud.

Competitive Differentiation

1. Good Cantonese support with mixed English

The ASR engine of Callinter supports Cantonese very well. Even when it is mixed with English, it can transcribe the speech to text accurately.

2. In-house R&D Team

We have in-house R&D team for local languages, which enables us to quickly adapt to clients' needs, customize our products accordingly, and keep improving our technologies.

3. Highest Accuracy

Our ASR engine has the highest accuracy in local languages among the industry, thanks to our R&D team with local speech recognition experts.

4. On-Prem or Cloud Deployment

Callinter can be installed either on client's premise, or on a Cloud platform, based on the requirements of clients.

5. Customizable ASR Model

Our ASR model can be customized for different verticals to fit customers' needs.

6. NLP-based Analysis

The analysis is backed by NLP technologies, which make it able to understand human natural language excellently. Some other solutions out there, however, are merely rule-based by simply keyword matching.

7. Speech Pattern

Users can define the speech patterns that should be followed by the agents, and track the customer service process to check whether they are speaking the correct scripts.

8. Sentiment

Callinter can analyse the voice of both clients and agents and detect their change of emotions, in order to evaluate the service quality and agent performance, as well as the customer satisfaction.

9. Diarization

Callinter can separate different speakers, such as the customer and agent, from the calls. Even when the recording is single-channel audio (mono), diarization still works well.

10. Score Card

The system can analyze every call of the agents and rate the service quality with a pre-defined evaluation pattern, in the form of score cards.

11. Call Classification

Users can define their own set of categories based on business intents and keywords to classify the calls.

12. Intent Clustering

Callinter can cluster a set of objects in a way that they are related with each other, which enables the system to find out hidden characteristics of a large amount of unresolved requests. The clusters will be further analyzed for self-training, and enable the chatbot to learn new knowledges by Machine Learning.

About Fano Labs

Fano Labs is an AI company headquartered in Hong Kong and with offices in Mainland China. Specializing in AI technologies including Automatic Speech Recognition (ASR), Natural Language Processing (NLP), Text-to-Speech, and Voice Biometrics Technologies, Fano Labs helps enterprises with customer services, compliance and other lines of businesses.

With the advanced AI technologies, Fano Labs provides a smart Customer Service and Speech Analytics System, for customers from different sectors, where they can greatly enhance their management capability and have a better control over the service quality. Also, it will allow entities to reduce costs and improve the efficiency of customer service.

For more information about our solutions and organization, please visit: www.fano.ai