



# AI Based Speech Analysis Solutions

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Call Center Speech Analysis Offered by  
Variance InfoTech

# Intelligence AI Dashboard Powered by Variance InfoTech

AI Speech analysis parses an organization's experience data for suggestions, weeding out those that are too generic, too specific, or too obviously not actionable, and ordering the remaining suggestions by how actionable they are.



## Key Features



Real-Time  
Call Transcription



Customer  
Insights



Sentiment  
Analysis



Call  
Summarization



Keyword  
Detection



Quality  
Assurance



Performance  
Metrics  
Tracking



Integration  
with CRM  
Systems

# Sentiment Analysis

AI-based sentiment analysis for call centers offers several powerful features to enhance customer service, agent performance, and overall operational efficiency.



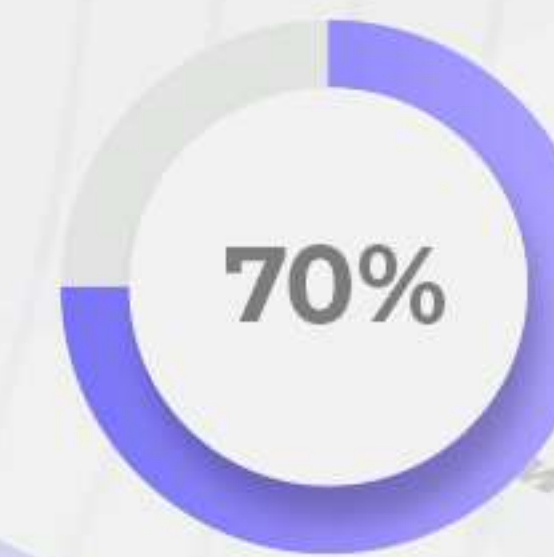
Real-Time Sentiment



Emotion Recognition



Sentiment Score



Keyword-Based Analysis

# AI Enabled Audio Transcription

AI-based Audio Transcription for call centers offers several valuable features to streamline operations and improve efficiency.



## Real-Time Transcription

The AI system transcribes incoming and outgoing calls in real-time, providing instant text transcripts of conversations as they occur.



## High Accuracy

Advanced speech recognition algorithms ensure accurate transcription of spoken dialogue, even in noisy or challenging environments, minimizing errors and improving reliability.



## Multi-Speaker Recognition

The system can differentiate between multiple speakers on the call, attributing each utterance to the appropriate participant, which is particularly useful in conference calls or multi-agent interactions.



## Keyword Detection

The AI algorithm identifies and highlights keywords or phrases relevant to the call context, such as product names, service issues, or compliance terms, aiding agents in addressing customer needs efficiently.



## Sentiment Analysis

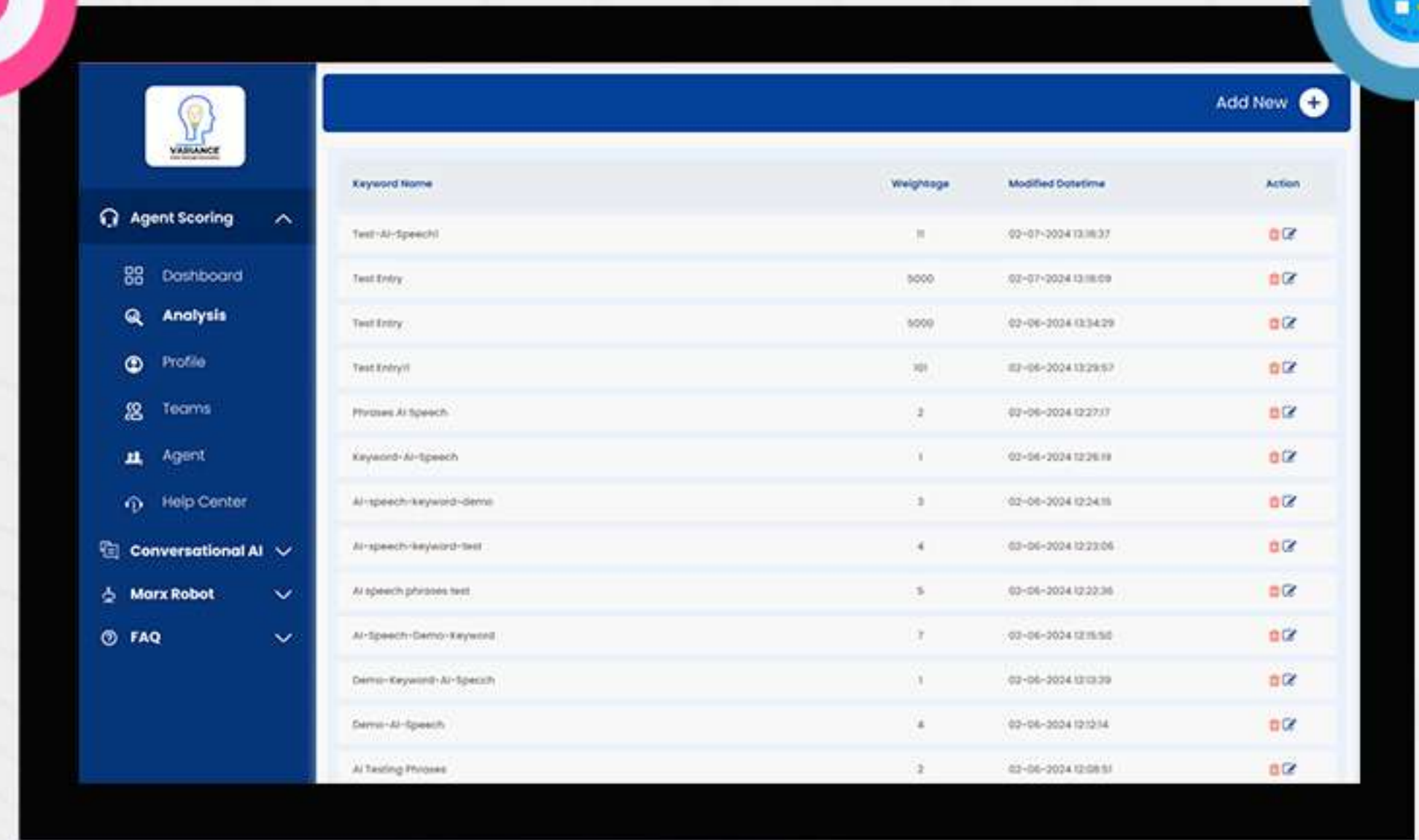
By analyzing voice tone and speech patterns, the system assesses the sentiment of both the customer and the agent, detecting emotions such as satisfaction, frustration, or urgency, which helps gauge customer satisfaction levels and identify potential issues.

Import Functionality

























Keyword/Phrase Input

# AI for Keyword and Phrases

The screen for uploading keywords and phrases for AI-based Speech analysis in a call center typically features user-friendly interface designed to facilitate the input of relevant terms for analysis.



The screenshot displays a web application interface for managing keywords and phrases. It features a dark blue sidebar with navigation options: Agent Scoring, Dashboard, Analysis, Profile, Teams, Agent, Help Center, Conversational AI, Marx Robot, and FAQ. The main content area shows a table with columns for Keyword Name, Weightage, Modified Datetime, and Action. An 'Add New' button is located in the top right corner of the table area.

Keyword Name	Weightage	Modified Datetime	Action
Test-AI-Speech	11	02-07-2024 13:18:37	 
Test Entry	9000	02-07-2024 13:18:09	 
Test Entry	9000	02-06-2024 13:34:29	 
Test Entry!!	90	02-04-2024 13:29:57	 
Phrases AI Speech	2	02-06-2024 12:27:17	 
Keyword-AI-Speech	1	02-04-2024 12:26:19	 
AI-speech-keyword-demo	3	02-04-2024 12:24:16	 
AI-speech-keyword-test	4	02-04-2024 12:23:06	 
AI speech phrases test	5	02-04-2024 12:22:36	 
AI-Speech-Demo-Keyword	7	02-04-2024 12:16:50	 
Demo-Keyword-AI-Speech	1	02-04-2024 12:13:39	 
Demo-AI-Speech	4	02-04-2024 12:12:14	 
AI Testing Phrases	2	02-04-2024 12:08:51	 

Categories or Tags



# Thank You

Call Now: **+91 - 7016851729**

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