

KiZAN Technologies

Call Center Real-time
Speech to Text



Call centers seeking to understand call trends, called nuances, and first contact resolution can benefit from speech to text processing and artificially intelligent speech analytics.



Challenges

Analyze and report on 100% of calls in real-time

Speech to text and analytics systems can listen and process calls without using traditional approaches of hiring additional staff.

- Using manual methods, call centers often listen to 3-4% of calls, which is very costly
- Understanding the intent of a call early can help route callers to the right representative, reducing call time and increasing satisfaction



Ideal Solution

- Custom language and acoustic models tailored to the vocabulary of your business and speaking style of your users
- Analyze phrase and call intent with advanced analytics
- Process calls in real-time or as a batch

Modern platforms can be trained quickly and show a >50% increase in accuracy. The trained models can be deployed and scale within minutes to accommodate high, real-time call volumes.



Desired Outcomes

“Regional accents as well as non-native speakers are the reality of the call center environments businesses face.”

“Trained AI systems overcome these challenges. You can understand why customers call, and influence first contact resolution.”

- Verify a caller’s identity with greater accuracy
- Keep callers in an automated workflow and align them with the proper representative
- If live agent cost is \$5, and automated assistance is \$0.45, keeping 20% in automated workflows can save \$4.5M+



KiZAN Technologies – Call Center Real-time Speech to Text



Analyze and report on 100% of calls in real-time

Custom language and acoustic modeling

- Regional dialect and non-native speakers
- Environmental and background noise
- Business-specific vocabulary and technical terminology

Intelligent caller intent analysis

- Align callers with trained representatives
- Increase rate of first time resolution, increasing caller satisfaction
- Reduce call time and increase efficiency

Highly scalable and economical

- Quickly scale up for real-time processing and at peak call volume times
- Scale down to accommodate off-hour batch processing
- Only pay for what you need

“Organizations or call centers have either little or unreliable data regarding call volumes and call dispositions. As a result, speech recognition and intelligent systems offer businesses an opportunity to better understand their customers’ needs, while increasing operational efficiencies.”

KiZAN Technologies Call Center Real-time Speech to Text + Microsoft Custom Speech Service and Language Understanding (LUIS)

Microsoft's advanced AI and analytics platform allows us to build robust and adaptive speech recognition models and identify a caller's intent, while customizing the solution to a specific business domain.

Solution Alignment

Custom Speech Service

Overcome speech recognition barriers such as speaking style, vocabulary and background noise.



Language Understanding (LUIS)

Machine learned-based service to build natural language understanding and quickly create enterprise-ready custom models that continuously improve.



Scale and Trust with Microsoft Azure

Go beyond the limits of your on-premises datacenter using the scalable, trusted, and reliable Microsoft Cloud.



Global Partner Services

FY18

Partner Success stories

Cloud Solution Architect



KiZAN Technologies

Mike Branstein

Title

[Sell/Deploy] – KiZAN provides POC of Data & AI – Cognitive Services and Machine Learning for Call Center Business Intelligence Solution

Partner Name/ID

KiZAN Technologies – MPN ID 1095981

Customer Name

Asurion

Description

Asurion is currently investigating cloud-hosted text-to-speech and natural language processing solutions to assist in voice analysis, speech recognition, and sentiment analysis of call center recordings. With a collection of ~23 million hours of recordings, they need a comprehensive solution allowing them to process existing on-premises and real-time streaming data.

KiZAN worked with Asurion's account team to identify the opportunity and demonstrate that Microsoft's Cognitive Services AI and cloud offerings can meet the security and business needs of Asurion. With a majority of Asurion's cloud business in competitive clouds, this win in strategic BI and data workloads will drive significant consumption.

Outcome/impact

Microsoft, KiZAN, and Asurion's teams developed and deployed a comprehensive AI system built on top of Cognitive Services natural language processing (NLP) APIs so Asurion could offer a comprehensive NLP and text analytics platform to the business.

Replaced existing on-premises NLP system and demonstrated Microsoft's capabilities were a better fit than competitor's cloud offerings.

Estimated Azure Spend: up to \$3.2M/year





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