

Collecting and curating speech data is vital to building voice-interactivity in your application. Our collection and curation efforts have helped build applications used by hundreds of millions.

Sayint, Zen3's speech analytics platform, captures and transforms customer conversations into valuable insights. This intelligence enables companies to take action to make their call center a profit center. Sayint offers a comprehensive view of operations and integration with various departments via an easy to use interface.

Sayint's compliance-as-a-services (CaaS) helps customer care centers comply with regulations and standards, no matter how stringent or comprehensive. CaaS identifies business process adherence in customer service agent calls - both pre-recorded and in real-time.



Customers use Sayint because it helps them:

- Deliver superior customer experience
- Enhance audit and compliance monitoring
- Gain complete visibility allowing you to see opportunities
- Measure and boost sales effectiveness
- Improve the relevance of the interaction
- Increase efficiency through automation

Performance & Quality

- Customer Experience Review
- Agent Performance
- Call Details & Relevance
- Target Coaching & Training

Process Improvement

- Call Trends
- Multichannel Analytics
- Customer Journey Mapping
- Audit Automation
- Call Drivers

VOC & Marketing

- Narrative Building
- Sales Experience Improvement
- Increased Campaign Effectiveness
- Competitive Analysis

"To achieve good customer ratings, adherence to several compliance measures is necessary, and Sayint helped us achieve that with ease. With Sayint deployed in our organization, our work has become more streamlined."

Director of a Large HR Firm



21% Increase in Sales Conversion



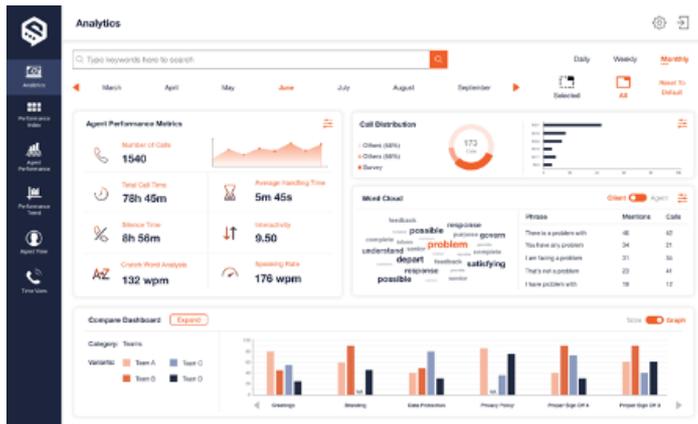
26% Increase in Customer Satisfaction Score



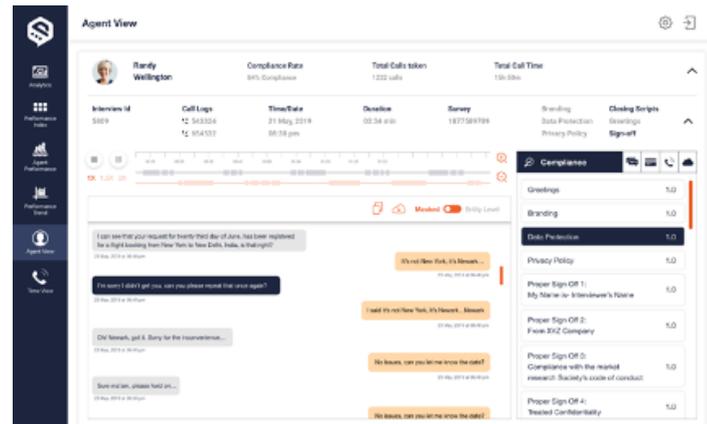
82% Improvement in Compliance and Audit Score

Sayint Dashboard

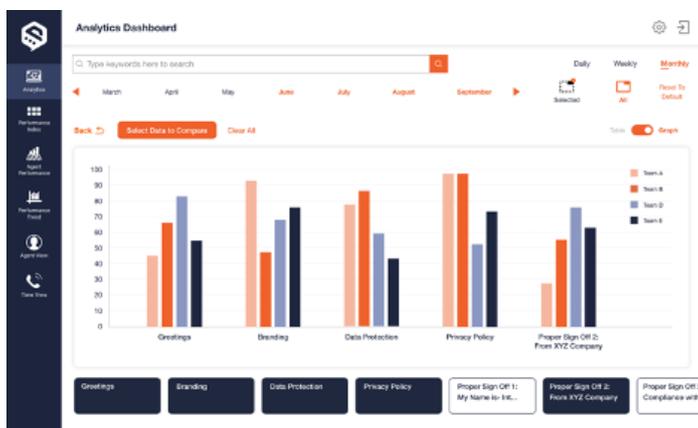
Analytics



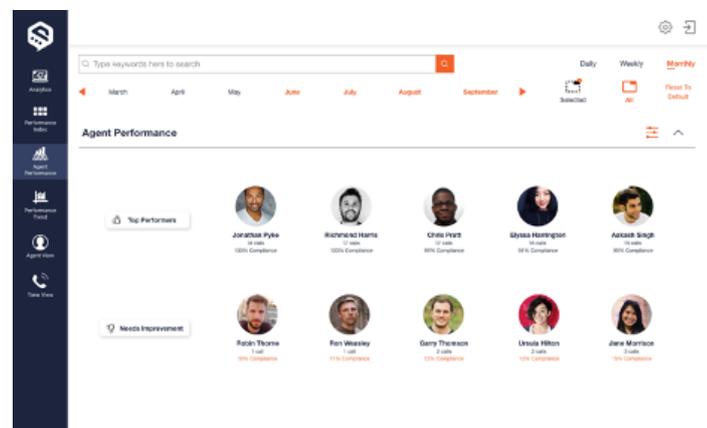
Agent View



Variants



Agent Performance



Performance Trend



Free Discovery Workshop Worth over £7,650!

Attend a free half-day discovery workshop offered by Microsoft and Zen3 to assess your AI project and get a detailed evaluation report highlighting gaps and recommendations.

Clients



Our Presence



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