Call Center Analytics

Microsoft
Solutions Partner

Data & AI
Azure

This 2 wk POC uses Azure Open AI (Chat GPT) and Cognitive Services to convert speech to text, get sentiment and create kpi's to analyze call center.
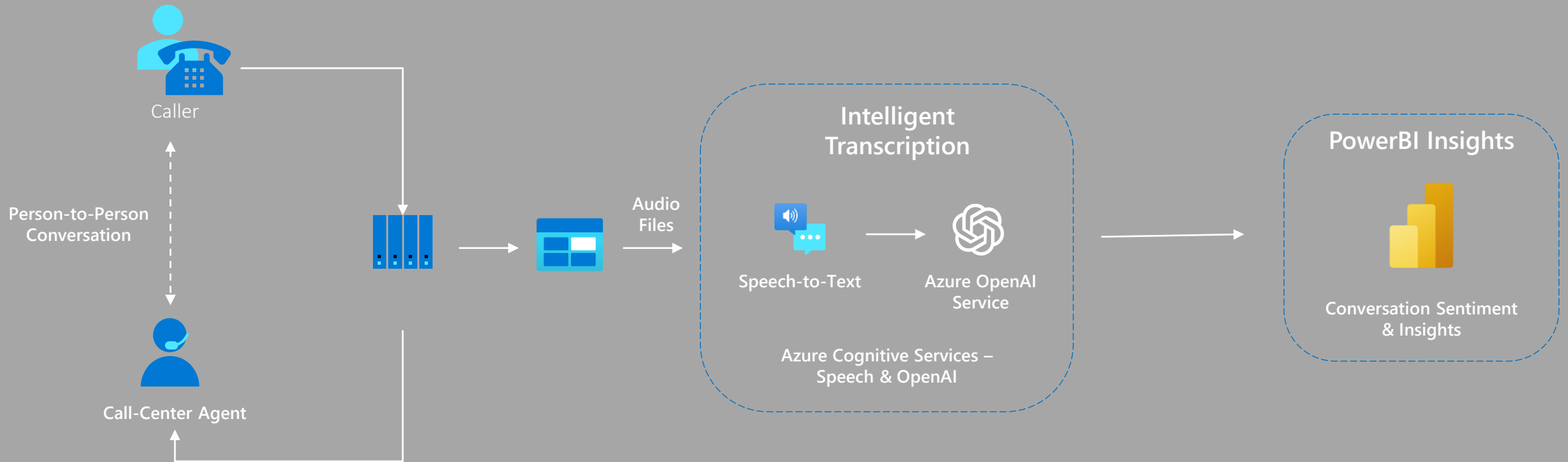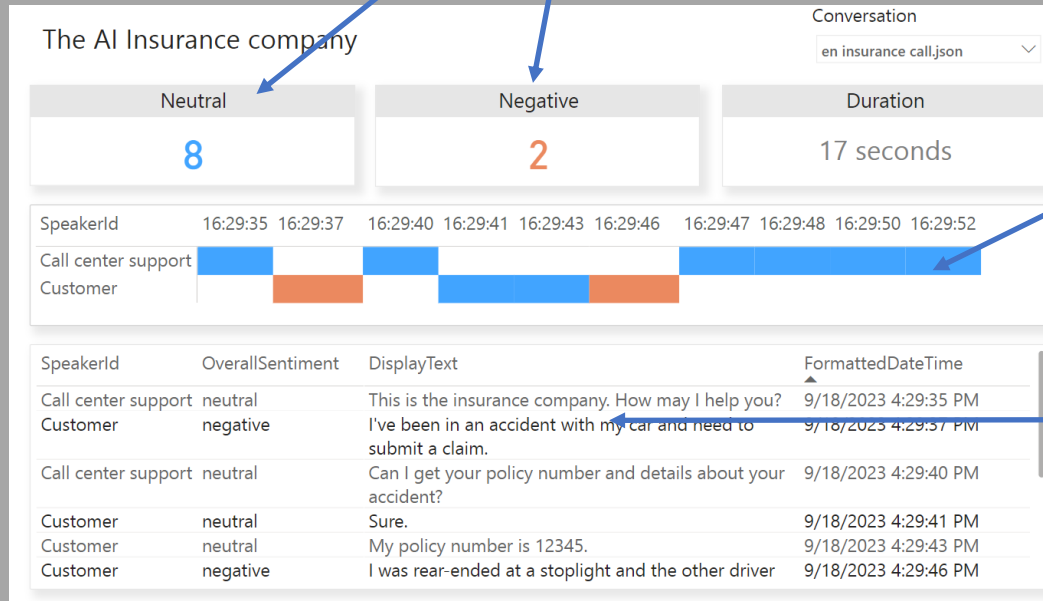
Speech

OpenAI Service

Power BI

BizOne

Solution overview

Sentiment Report in Power BI

The overall call sentiment

The sentiment during the call

The transcribed text and sentiment of that text.

The AI Insurance company

Conversation
en insurance call.json

Neutral	Negative	Duration
8	2	17 seconds

SpeakerId	16:29:35 16:29:37	16:29:40 16:29:41 16:29:43 16:29:46	16:29:47 16:29:48 16:29:50 16:29:52
Call center support			
Customer			

SpeakerId	OverallSentiment	DisplayText	FormattedDateTime
Call center support	neutral	This is the insurance company. How may I help you?	9/18/2023 4:29:35 PM
Customer	negative	I've been in an accident with my car and need to submit a claim.	9/18/2023 4:29:37 PM
Call center support	neutral	Can I get your policy number and details about your accident?	9/18/2023 4:29:40 PM
Customer	neutral	Sure.	9/18/2023 4:29:41 PM
Customer	neutral	My policy number is 12345.	9/18/2023 4:29:43 PM
Customer	negative	I was rear-ended at a stoplight and the other driver	9/18/2023 4:29:46 PM

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Scope

- Within the 2 wk poc, we will do a select number of call transformations (depends on how long the conversations are)

- It's a POC so manual integrations

- Customer is responsible to provide the calls in .wav format, and with good enough sound quality

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Preconditions

- You need an Azure subscription (we will help you to set it up if you don't have one)

- BizOne consultants need access to Azure environment

- Azure Open AI access

- Calls need to be in .wav format

- Power BI license

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Deliverables

- Configured azure services to convert call center calls to text, and identify sentiment

- Json files that can be analyzed in Power BI

- Power BI report connected to json files, with info as shown in this ppt.

- All code we produce during the POC

- A walk through of the architecture and solution with your team

- A cost estimate to automate and productionize the solution

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