

About Us

Fano Labs is a high-tech startup backed by the University of Hong Kong. We are a team focusing on AI technologies including Automatic Speech Recognition (ASR) and Natural Language Processing (NLP). Fano Labs provides AI solutions for fintech, enterprises, government and other public sectors.

In November 2017, Fano Labs became the first HK Start-up ever invested by Horizons Ventures, the private investment arm of Mr. Li Ka-Shing.

Technologies



Speech Recognition

We are working on Speech Recognition for different languages and dialects, such as English, Mandarin and Cantonese.



Natural Language Processing

We use Deep Learning technology to enable machines to understand and analyse human languages.



Big Data

We help enterprises analyse their voice and text data to help them understand their customers and agents.

Speech Analytics

With the advanced AI technologies, Fano Labs provides smart Speech Analytics System, Callinter, for customers from finance sectors, which have greatly enhanced the management capability and business development of banks, insurance companies and so on.

With our solutions, we are able to accurately detect potential risks among the calls using ASR and NLU technology, detect and analyze the emotion of customers to improve the service, uncover potential sales opportunities by analyzing millions of calls.

Why Callinter?

Calls Transcription

The system is able to accurately transcribe the customer service calls into text for further review and analyze. In the meantime, our speech technology can identify the voice pattern of different speakers and separate the dialogue of agents and customers.

Compliance Check

In the financial world, compliance is crucial as it is strictly related to risk of huge fines, lawsuits, failure in following policies and regulations, among others. 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 for easier and quicker access to address properly.

Uncover Customer Needs

With Callinter, the financial entity will understand better why their customers are calling, by facilitating the root cause analysis and determination of hot topics. Additionally, it will enhance customer satisfaction by ensuring call quality assurance, reduction of churn and proper customer retention with the data collected.

Lower Cost, Higher Revenue

The system will reduce labor costs by automating the quality assurance process and increase revenue by identifying key points on how to upsell and/or cross-sell opportunities.

Objective Agent Assessment

With the ratings and reports given by the speech analytics system, the management can clearly see the quality of every call, as well as the performance of the agents. The objective agent assessment system can significantly improve the management efficiency of call centers.

The screenshot displays the Callinter interface. On the left, a chat window shows a transcript of a call between a customer (Lily) and an agent. The transcript includes the following messages:

- Customer: 你好, 我在... 處理中心, 員工編號... 有咩可以幫到你? (0:01)
- Agent: 我想申請... 信用卡, 要點樣申請喇? (0:07)
- Customer: 有咩? (0:12)
- Agent: 請問先生有冇我地... 客戶口呢? (0:16)
- Customer: 唔該提供返你嘅身份證號碼同姓名。 (0:23)
- Agent: 身份證... (0:30)
- Customer: 唔好意思, 可唔可以講多次? (0:38)

On the right, a '質檢總結' (Quality Summary) table is shown, listing call segments with their durations and status:

質檢分類	全部
質檢對象	全部
質檢事項	全部
歡迎語	0:01 - 0:07
打斷對話	0:18 - 0:19
講規語	0:26 - 0:27
客戶	0:27 - 0:28
坐席	0:30 - 0:31