

Audio Analytics

Function : #Call Center Efficiency | Industry : #Cross Industry

Goal

- Identify anomalies in customer-operator interactions.
- Identify factors affecting customer satisfaction.
- Behavioural analysis of Customer and Operator.

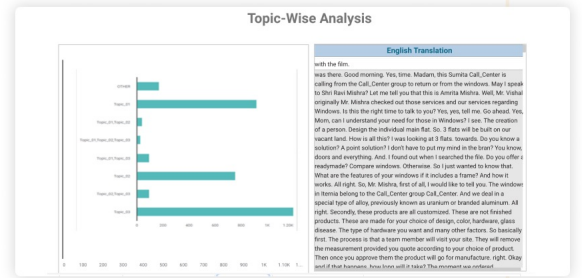
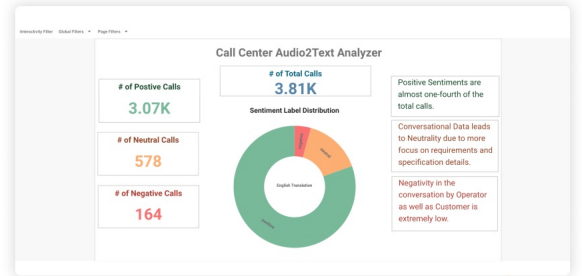
Technique

- Audio processing
- Audio Diarization
- Speech to Text
- Text translation
- Sentiment Analysis
- Topic Modelling

Impact

- Improvement in CSAT and reduced customer complains.
- Identify most frequently inquired new requirements by the customer.
- Early warning for customer issues and proactive corrective actions.
- Better operator performance

Result

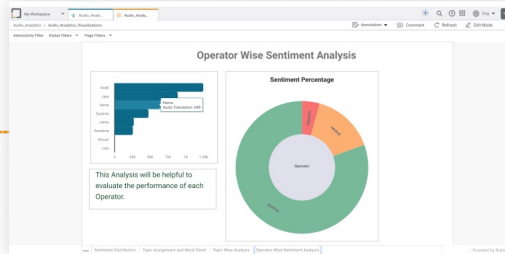


Value Points

Understand the what, why, when, where & how

Exploratory Analysis

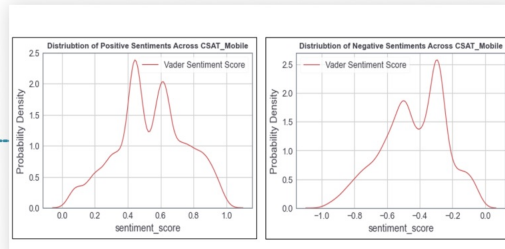
Exploratory Data Analysis On The Preprocessed Data To Derive Meaningful Data Insights



Operator Performance Analysis, and CSAT

Exploratory data analysis enables business owners to derive meaningful insights and making better data-driven decisions as opposed to intuitive ones.

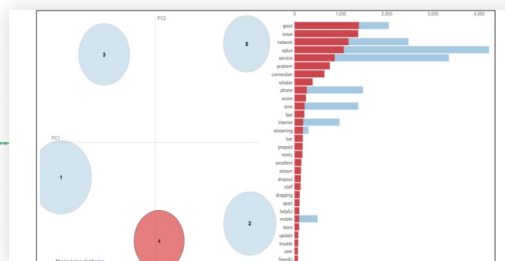
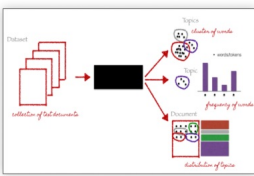
Sentiment Analysis



Sentiment analysis for improved decision-making and customer satisfaction.

Leveraging insights from sentiment analysis can lead to improved decision-making, enhanced customer relationships, and a competitive advantage in the marketplace.

Topic Modelling



Extracting topics or themes from spoken content using Topic modelling

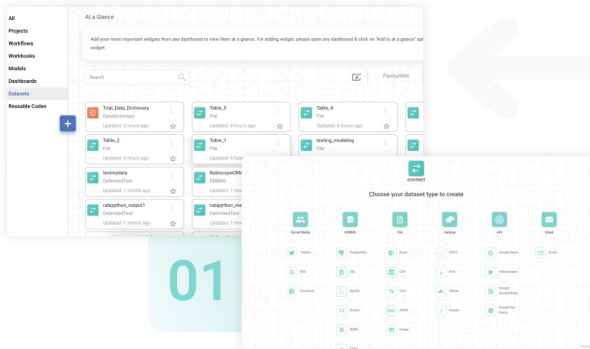
Topic modeling can streamline information retrieval, enhance decision-making, by providing insights into the key themes present in spoken content.

Multi Persona DSML Platform

For all your data needs- Data Engineering, Data Science, Data Visualisation, IoT



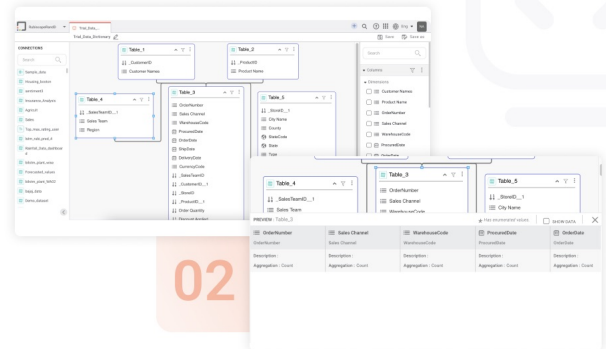
Data Connect



01

Data Source: LJ-Speech-Dataset, CallFriend

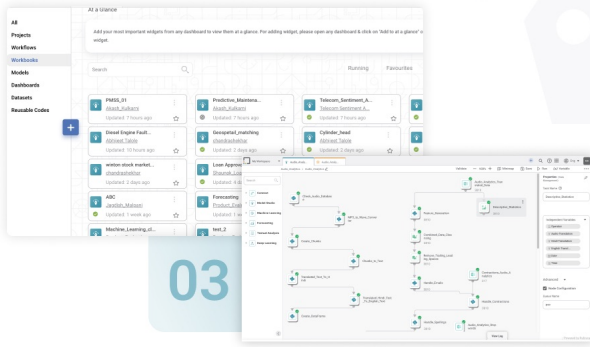
Metadata Manger



02

Comprehensive Data Operations, encompassing Metadata Management

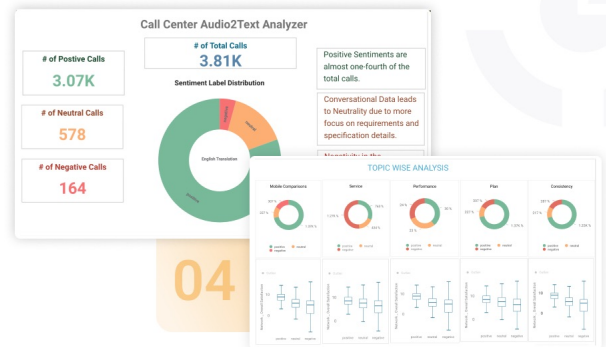
Model Studio



03

Modelling, encompassing the selection and configuration of models

Visualisation



04

Viz Ops, Illustrating The Core Trends And Graphical Representations

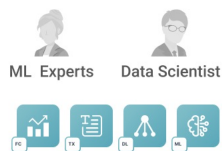
Agile Data Science

Encapsulating best practices, tools and methods

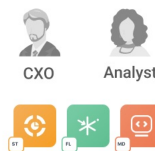
Data Ops



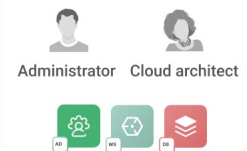
ML Ops



Viz Ops



Tech Ops



Ideate

- What is the goal?
- How can you leverage the data?
- What do you want to predict?

Acquire

- How is data sampled?
- Which data is relevant?
- Any data privacy issue?

Explore

- Plot the data
- Are there anomalies?
- Are there patterns?

Model

- Build a model
- Fit the model
- Validate the model

Present

- What did we learn?
- Do the results make sense?
- Can we tell a story?

Deploy

- Where to Deploy?
- What is the Structure of Pipeline?
- How to Optimise and Scale?