

VOICE ANALYTICS

Few shot learning pipeline for mixed language analytics

Background

A leading Indian bank wanted to analyze mixed language voice conversations between its agents and clients for compliance, fraud detection and customer satisfaction.



WHY CHOOSE CLOUDCRAFTZ?

- Experienced Professionals with multi-decade business experience
- Hands-on project involvement by partners
- Proven fast prototyping-solutioning approach
- Relentless focus on innovation and technology management
- Success-based engagement models tailored to clients' needs.

Outcome

100% higher coverage vs sample-based human audits.

Requirements

Use Natural Language Processing (NLP) and ML to build an analysis and detection pipeline for mixed-language conversations and use extracted knowledge for personalized services, compliance, and quality monitoring.

Solution

Built a pilot project for an effective Voice to Text analyser for mixed language. Developed a proprietary solution pipeline to implement this.

Benefit

Create automated fail-safe compliance and communication monitoring mechanism with reduced cost . To be deployed in scale.