aveni

Transformational efficiency & agent performance for contact centres

Drive automation, gain elevated insight and deliver actionable outcomes with the latest in NLP innovation
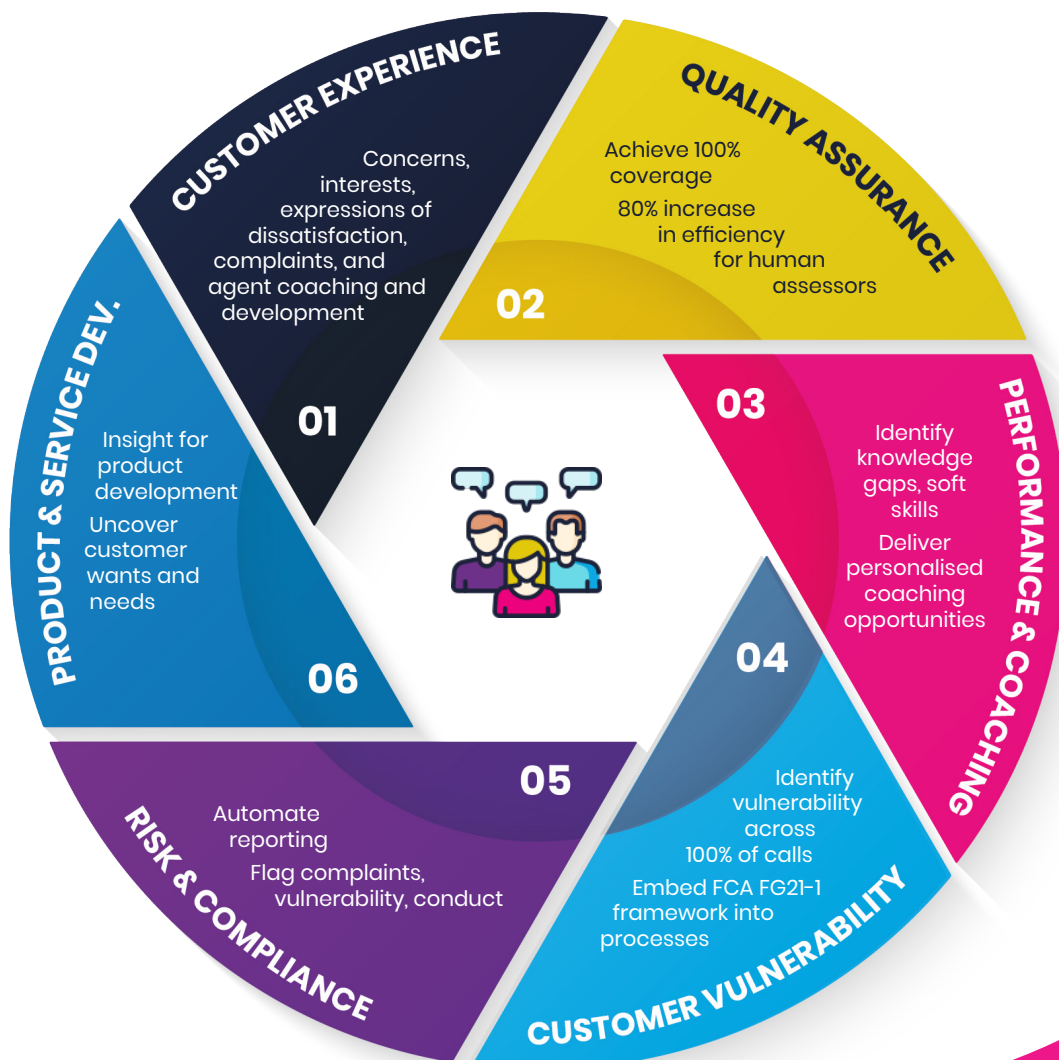
Leveraging the latest in NLP to **drive contact centre performance**

Call centres face numerous performance challenges - from the engagement, productivity or turnover of call centre staff to the effectiveness of sales teams or regulatory compliance. Despite these challenges, one aim remains the same: to deliver an exceptional customer experience.

Aveni Detect employs cutting edge AI and machine learning designed to help overcome these hurdles. It's one platform, with one approach but presents opportunities to transform performance end-to-end leveraging the voice of the customer.

One platform, multiple opportunities

01 CUSTOMER EXPERIENCE
Concerns, interests, expressions of dissatisfaction, complaints, and agent coaching and development

02 QUALITY ASSURANCE
Achieve 100% coverage
80% increase in efficiency for human assessors

03 PERFORMANCE & COACHING
Identify knowledge gaps, soft skills
Deliver personalised coaching opportunities

04 CUSTOMER VULNERABILITY
Identify vulnerability across 100% of calls
Embed FCA FG21-1 framework into processes

05 RISK & COMPLIANCE
Automate reporting
Flag complaints, vulnerability, conduct

06 PRODUCT & SERVICE DEV.
Insight for product development
Uncover customer wants and needs

Auto QA: Human-informed automation at its best

Aveni's platform - Aveni Detect - focuses exclusively on machine automation of the QA process using your company's specific QA forms and terminology to ensure the proposition is tailored to your risk and compliance requirements.

Aveni Detect introduces AI-driven automation at all stages of the QA workflow, significantly reducing the time taken for each assessment whilst ensuring that effort is spent on the highest value interactions.

Our Genesys integration provides a seamless experience for assessors. Once a call is complete, it's transferred to Aveni Detect. Calls are machine-assessed and high risk cases flagged as a priority for review, ensuring human effort is spent on the highest value tasks.

> *A QA process that used to take 90 minutes per case, now takes 15 minutes using Aveni Detect.*

Machine assessment of every call

Aveni Detect can assess every call or interaction using our NLP pipeline to identify dozens of insightful metrics.

Automatic selection

Our unique selection algorithm automatically allocates calls to the QA team for human assessment, based on customer experience, agent performance and risk.

Rapid navigation

Aveni Detect presents all call attributes in a navigation workflow to support efficient assessment.

Boost agent understanding and performance **through voice-driven insights**

Build higher performing teams by understanding what gold standard looks like, giving you richer insights into agent performance and offering more meaningful coaching opportunities.

Frictionless coaching
Our coaching algorithm assesses calls taken by an agent, automatically selects ones with the best training opportunities and presents them to supervisors, for a frictionless coaching experience.

Understand best in class
Accurately determine the skill in skilful conversations using metrics including filler words, knowledge gaps, hold reasons, overlaps and pauses, speaking time, clarity, and language.

Deliver a better client experience
Higher performing teams result in more motivated staff, better business performance and increased customer satisfaction.
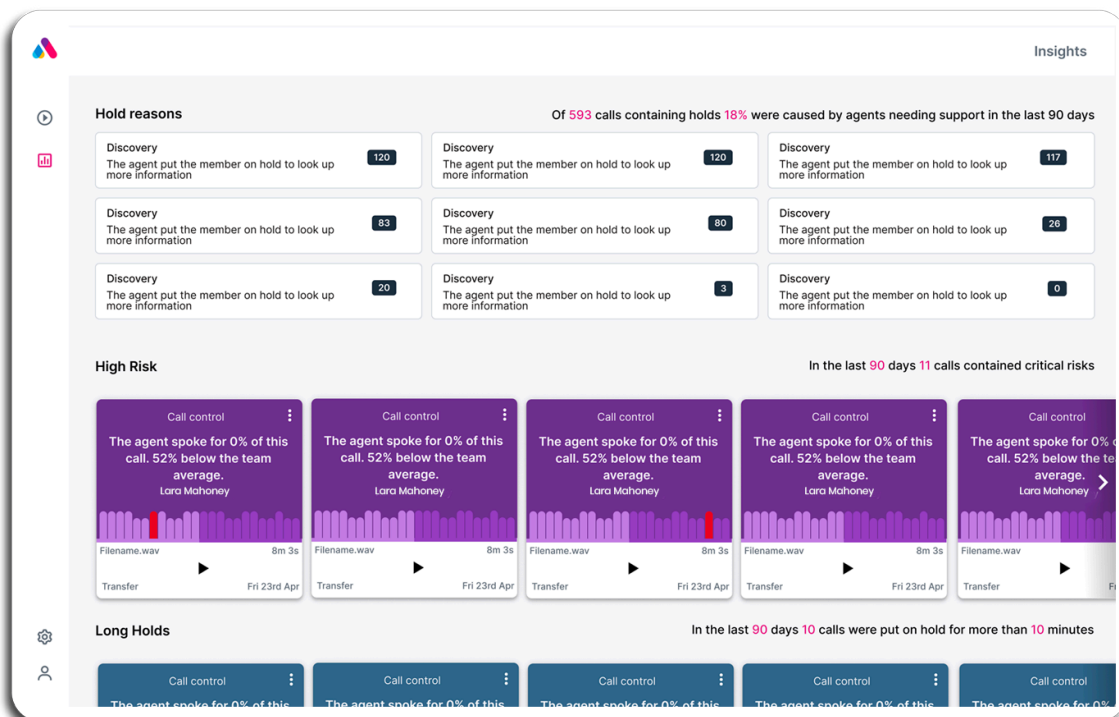
"My team were a little apprehensive at first, wondering what the AI would surface but when we started using it they loved it, it makes for a totally different coaching experience."

Consumer Duty assurance with
intelligent Auto QA

Increase coverage, drive automation and deliver actionable outcomes with Auto QA from Aveni.

As Consumer Duty takes hold, Aveni acts as a 'Machine Line of Defence™' to systematically identify and understand risks that matter to you. In addition to effective preventative control, and richer data analytics, we help you achieve greater productivity, agent performance and revenue growth, making QA processes significantly faster and scaling oversight from 1% to 100%.

Reduce risk

Comprehensive preventative control for multiple risks including conduct, complaints and customer vulnerability. Protect company reputation by providing systematic evidence for the regulator via increased coverage.

Boost productivity

Significantly improve QA efficiency with machine assessment and automatic triage of your highest risk interactions. Let human assessors focus on the riskiest calls for faster remedial action.

One platform. Multiple outcomes.

Put customer interactions at the heart of your business. Aveni's platform can act as your 'central nervous system,' automatically mining every interaction to drive improvements in multiple areas.

Manage Consumer Duty

Have evidence in place for the regulator and ensure that you can plug any gaps in your MI and control frameworks so every customer gets the outcome they deserve.
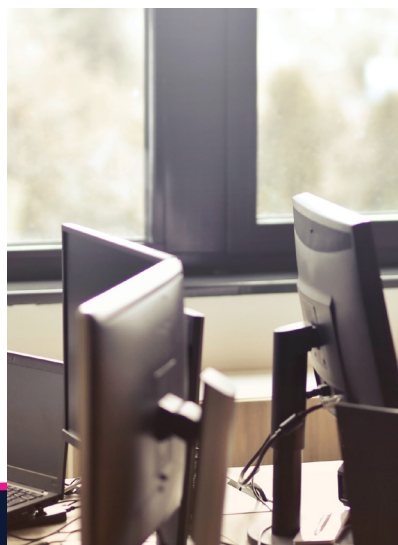
Drive performance

Machine-driven, self-serve insights feed directly back to agents, powering more engaging coaching and learning opportunities to boost performance at scale.

Deploy quickly

Get up and running fast with a solution that's simple to implement, integrated with Genesys and trained on your data to solve your specific challenges.

Our approach is unique.
Our scientists are global leaders.
Our results speak for themselves.

World leaders in the field

Handling natural language in numerous settings, with multiple topics and accents is challenging. Creating transformational products takes the leading minds in the field. Our team of scientists and engineers are regarded as world-leading NLP experts and are consistently ranked in the top 100 NLP Engineers globally.

Problem first approach

Your customers, culture, products and processes create a unique data footprint and problems to solve. We start by understanding these problems, then Aveni Detect uses your data to deliver exceptionally accurate results - an approach that far outperforms off the shelf competitors.

Human+

The real power of utilising AI in customer processes is in **enabling people to perform better**. Aveni Detect lets people do their jobs at the highest level. That means automating low value tasks and augmenting high value activity. Improved individual performance results in better business performance and increased customer satisfaction.

Continuous learning

Continuous learning creates continuous improvement. Aveni Detect takes input from all users to continually tune models and improve performance the more the platform is used, creating material competitive advantage over the long term.

Automated workflows

We replace manual, time-consuming and random sampling processes with automated selection algorithms. Whether selecting the most appropriate cases for Quality Assurance or the best learning opportunities for Agent coaching. Our platform learns based on your input and presents the optimal output so your teams never waste their time.

Genesys integrated

Seamless integration with Genesys at a flick of a switch. Simple and quick to turn on, our Genesys integration means all calls are automatically made available in Aveni Detect for monitoring, analysis and triaged assessment for your QA team.

Get in touch to learn how Aveni Detect can **transform your contact centre performance**

aveni

Aveni is an award-winning regtech company that specialises in Natural Language Processing (NLP). Our team of world-leading scientists and engineers have developed a proprietary NLP platform that extracts context from customer conversations. This powers a range of transformative product features, including Consumer Duty management, automated compliance monitoring, the identification of vulnerable customers, and performance of call centre agents and advisers.

hello@aveni.ai

aveni.ai/detect