

Customer Vulnerability

Better recognise, record & respond with a Machine Line of Defence™

Identify potential vulnerabilities and other risks with automated machine assessment of every call

We fuse the latest in machine learning with human intelligence to analyse every customer interaction for unparalleled risk oversight whilst reducing operating costs through quality assurance (QA) automation.

As Consumer Duty and the cost of living crisis takes hold, Aveni acts as a 'Machine Line of Defence™' to systematically identify and understand risks that matter to you including customer vulnerability. Aveni has embedded the FCA's Fair Treatment of Vulnerable Customers framework within its platform ensuring organisations can better recognise, record and respond to its vulnerable customers. Importantly, we can provide elevated insights so you can understand how vulnerability changes over time, how your products and service need to adjust, and have data-backed evidence in place for the regulator to demonstrate compliance.



Reduce risk

Comprehensive preventative control for multiple risks including customer vulnerability, conduct and complaints. 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, especially your most vulnerable.



Drive performance

Machine-driven, self-serve insights feed directly back to agents, powering more engaging coaching and learning opportunities to boost performance at scale. Elevate customer experience levels when dealing with those in vulnerable situations ensuring they have the support and service that best meets their needs.



Deploy quickly

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

RISK MONITORING & COMPLIANCE

Smarter monitoring of 100% of your customer interactions with Auto QA

We take the heavy lifting out of quality assurance by using AI to automate the identification and assessment of vulnerability, conduct, complaints, financial crime and more from customer interactions.

Aveni Detect doesn't just flag these risks, we rapidly assess high risk interactions, highlight the exact point in the call you need to take a look at, help you understand why it's a risk and provide you with the next best action.



Focus on what matters

Ensure your teams' time is focused on the highest value activity with automatically pre-assessed and triaged calls.



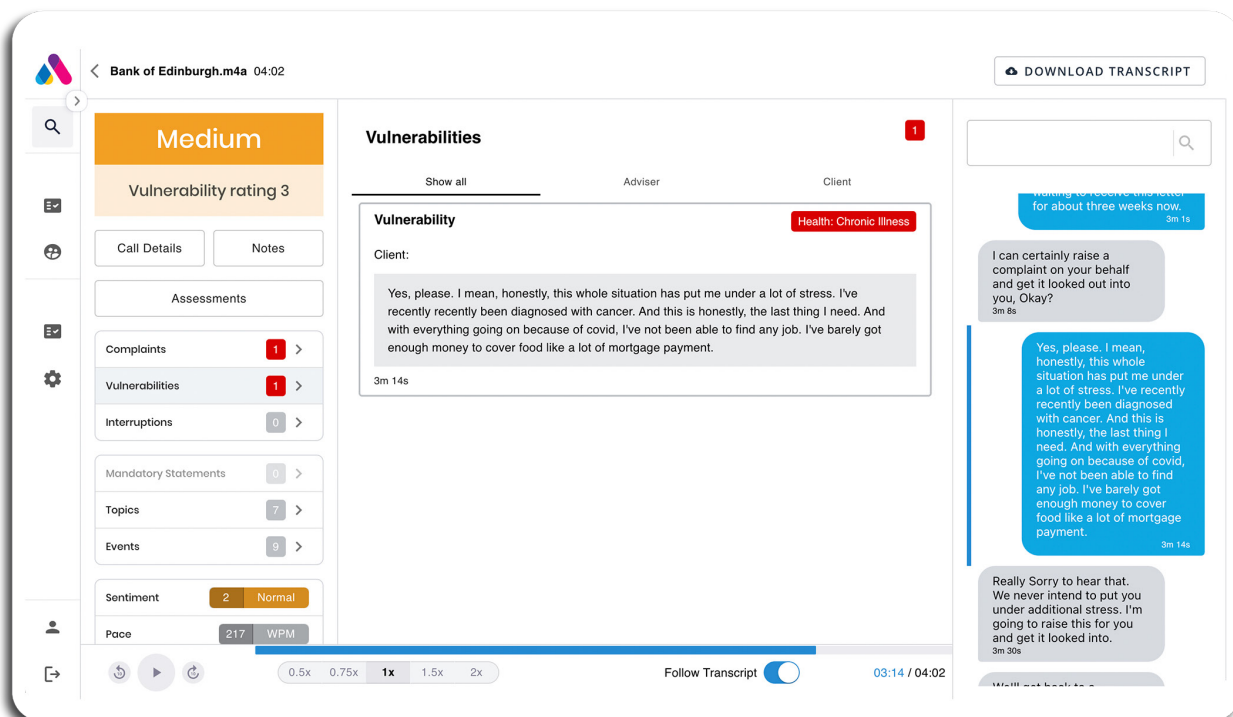
Achieve 100%

Get the coverage you need in a scalable, cost-effective way with Auto QA. Better understand the risk to customers and to your business across every customer interaction.



Understand more

Surface actionable insights to drive product & service improvements, better coaching opportunities, more effective customer communications and much more.



The screenshot displays the Aveni Detect interface for a call transcript titled 'Bank of Edinburgh.m4a' at 04:02. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons and a list of categories with counts:
 - Complaints: 1
 - Vulnerabilities: 1
 - Interruptions: 0
 - Mandatory Statements: 0
 - Topics: 7
 - Events: 9
 - Sentiment: 2 (Normal)
 - Pace: 217 WPM
- Main Content Area:**
 - Vulnerability Rating:** Medium (Vulnerability rating 3)
 - Vulnerabilities:** A table with columns 'Show all', 'Adviser', and 'Client'. One vulnerability is listed: 'Health: Chronic illness'.
 - Transcript:** A text box showing a customer's statement: 'Yes, please. I mean, honestly, this whole situation has put me under a lot of stress. I've recently recently been diagnosed with cancer. And this is honestly, the last thing I need. And with everything going on because of covid, I've not been able to find any job. I've barely got enough money to cover food like a lot of mortgage payment.'
 - Call Details:** Includes a 'Download Transcript' button and a search bar.
- Bottom Section:** A timeline of the call with timestamps (3m 14s, 3m 15s, 3m 16s, 3m 30s) and a 'Follow Transcript' toggle.

We've embedded the FCA's guidance on the Fair Treatment of Vulnerable Customers into our platform

Improve the identification and treatment of vulnerable customers and gain deeper agent insight, using the latest in AI and Natural language Processing (NLP).

Identification of a vulnerable customer

Aveni Detect can analyse every customer interaction leading to an accurate and automated method of identifying vulnerable customers. With our platform, you can understand, from a population level, how all vulnerable customers are treated.

Understanding vulnerable customers' needs

Aveni Detect gives you a deeper, richer understanding of all your customer vulnerabilities and associated needs across every call. This provides invaluable insight for product and service development, agent coaching, improving marketing communications and more.

Ensuring agents have the right skills to identify and serve vulnerable customers

Aveni Detect creates a live feedback loop between identifying vulnerability and agent performance and coaching. This ensures staff are properly trained to identify and serve customers in potentially challenging circumstances.

Continuously and consistently treating customers fairly

Achieving consistency with large customer teams is challenging. The subjective nature of determining some vulnerabilities can lead to two professionals assessing the situation differently. By having a view of 100% of vulnerabilities you can surface any differences in customer treatment and take faster remedial action.

Demonstrating you're monitoring and analysing the data

Gain insight across whole populations enabling you to test calls of high interest and assess whether agents have handled the calls appropriately. Resource can be directed toward themes and trends that emerge from the data, ensuring a rapid response to any issues that emerge in treatment of vulnerable customers.

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.

FREE Proof of Value

Trial Aveni's Machine Line of Defence™ for Consumer Duty

Quickly understand the gaps in your processes and control framework

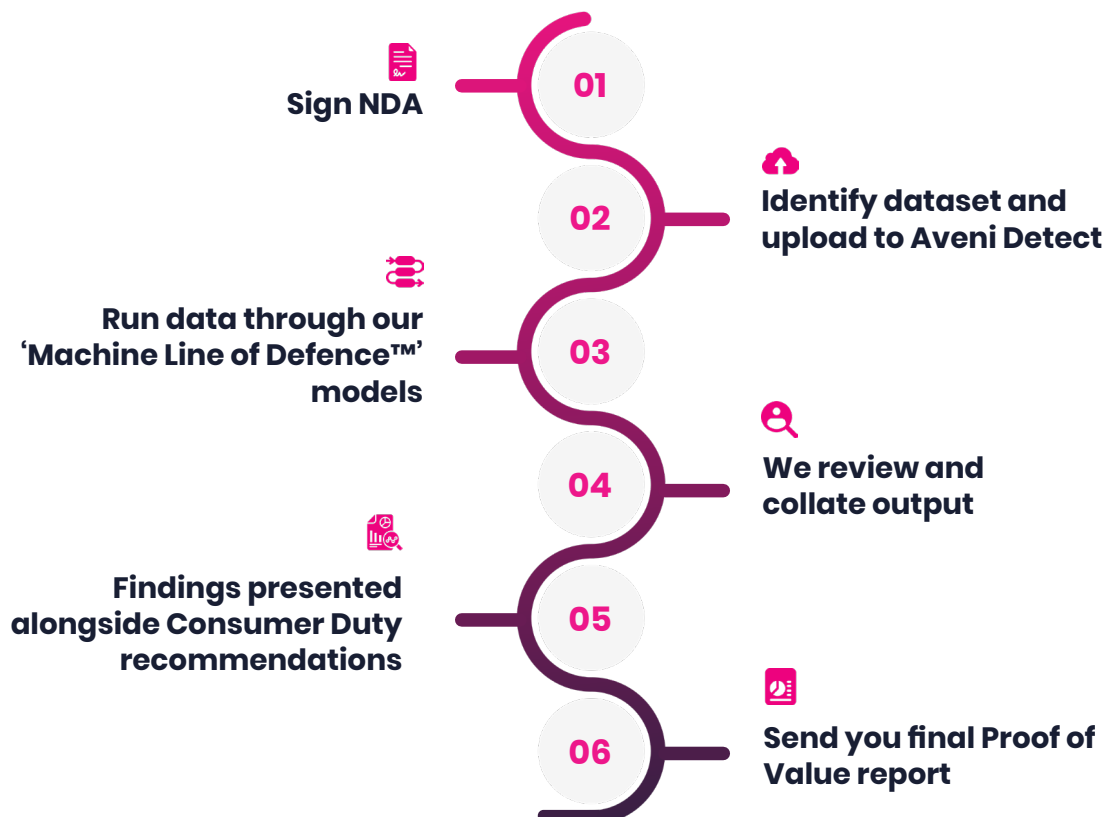
Companies only have until the end of July to implement their Consumer Duty plans. As most procurement processes take months, organisations need a quick and effective solution to implement **now**.

Get your Consumer Duty data assessment done in under 7 days with Aveni's Free Proof of Value (POV). With easy set-up in a matter of hours, our POV is your opportunity to test our platform with your data and better understand the value of AI-driven data analysis. Take the guess-work out of compliance by comparing assessment of your customer calls today to FCA expectations by the July 31st deadline.

With our Consumer Duty POV:

- See what new Consumer Duty board and executive dashboards look like powered by your data
- Review immediate recourse analysis for Consumer Duty satisfaction and support
- Identify changes in circumstances of vulnerable customers
- See the Consumer Outcomes Index in action

How does it work?



Get in touch to learn how Aveni Detect can transform the way you manage customer vulnerability



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.

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