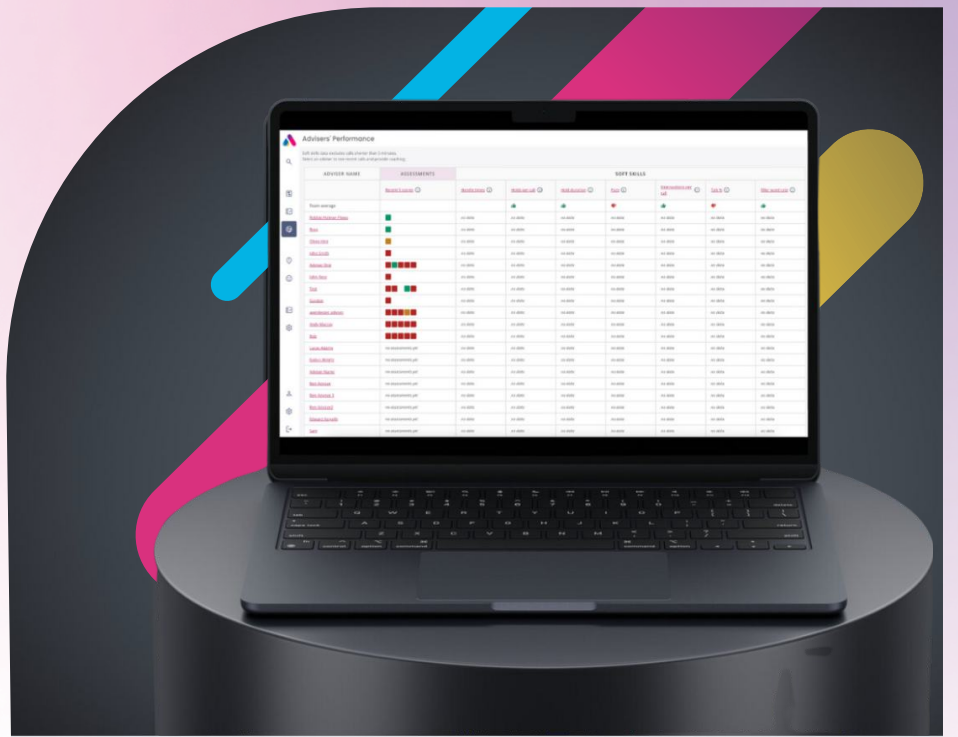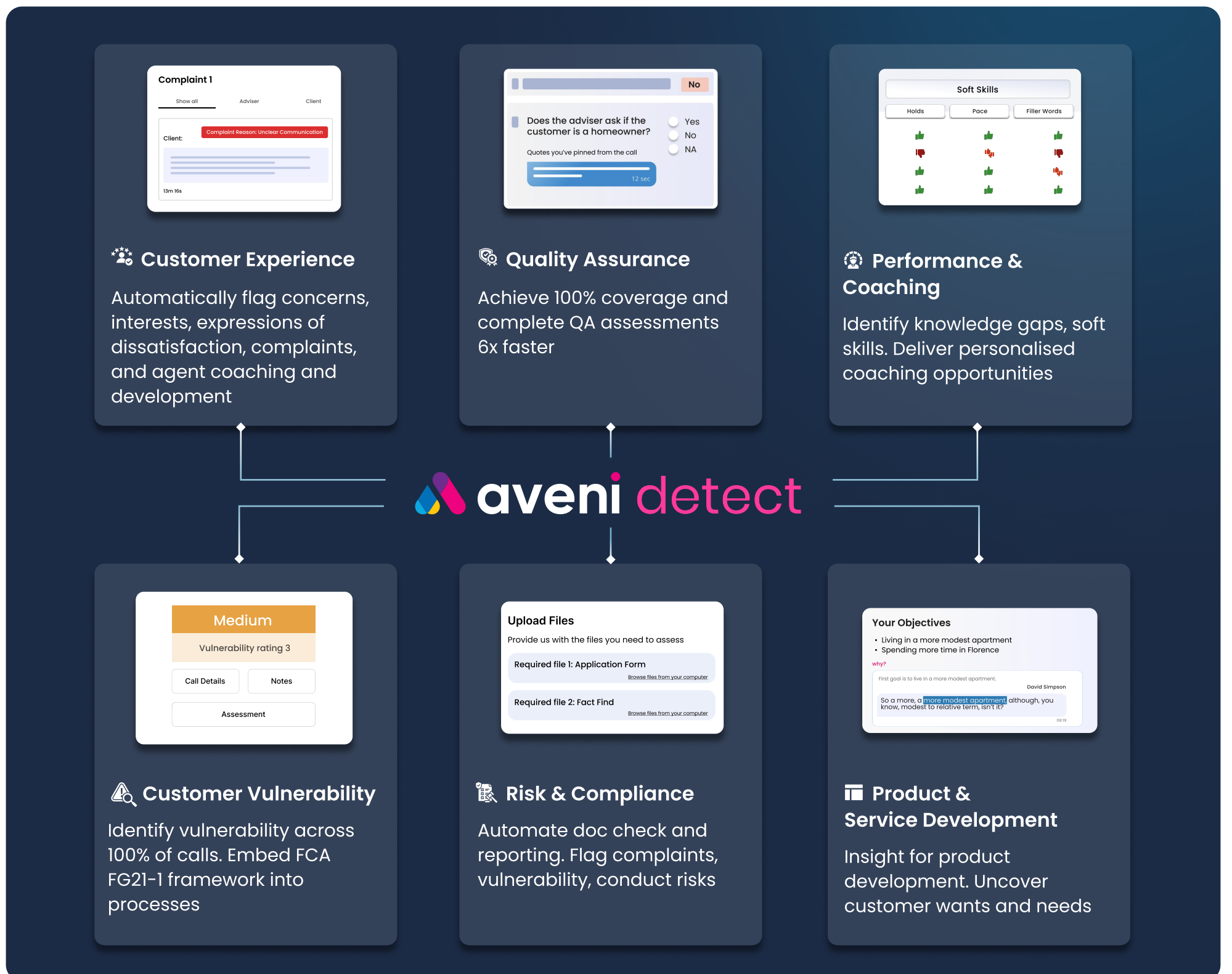# aveni detect

# 100% Quality Assurance coverage
at a fraction of the cost

Put an end to manual document check and sifting through calls for risks. Aveni Detect uses FS-specific AI to analyse every interaction, giving you automatic risk assessments and clear insights on whether you're meeting Consumer Duty obligations. Identify potential issues quickly, free up your teams with data-driven coaching, and easily track compliance across all interactions. Scale from tedious manual document checks and random call testing, to 100% coverage and understanding. Aveni Detect allows you to focus on what matters: happier customers, stronger teams, and growing revenue.

Customer Experience

Automatically flag concerns, interests, expressions of dissatisfaction, complaints, and agent coaching and development

Quality Assurance

Achieve 100% coverage and complete QA assessments 6x faster

Performance & Coaching

Identify knowledge gaps, soft skills. Deliver personalised coaching opportunities

aveni detect

Customer Vulnerability

Identify vulnerability across 100% of calls. Embed FCA FG21-1 framework into processes

Risk & Compliance

Automate doc check and reporting. Flag complaints, vulnerability, conduct risks

Product & Service Development

Insight for product development. Uncover customer wants and needs

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Consumer Duty assurance with intelligent Auto QA

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

Assessments

100% of your customer interactions analysed

6x Increase in QA productivity
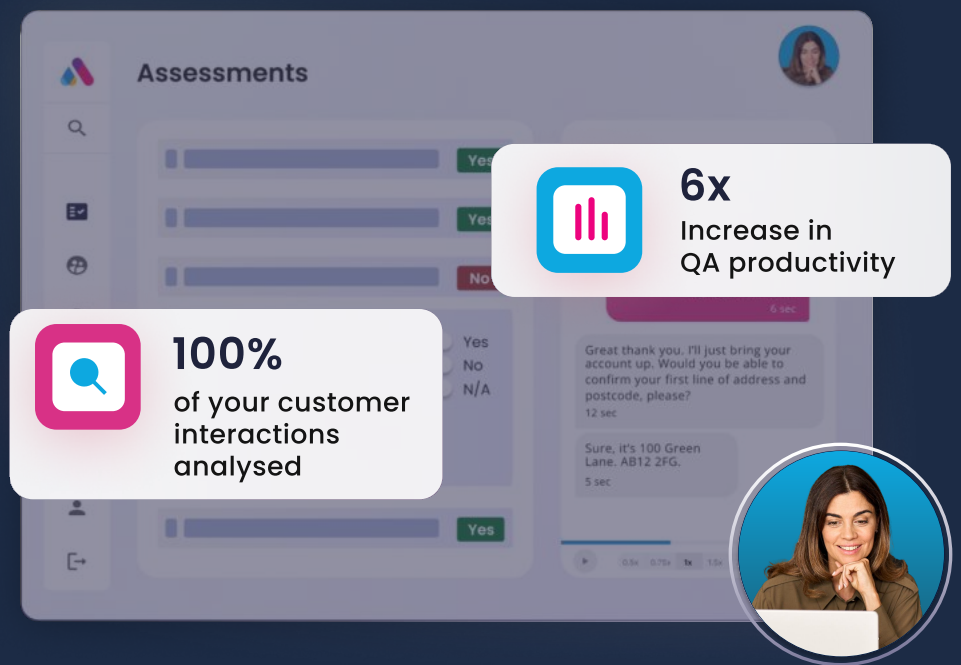
We fuse the latest in machine learning with human intelligence **to analyse every customer interaction** for unparalleled risk oversight and data insight, whilst **reducing operating costs through quality assurance (QA) automation.**

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

Drive QA efficiency with automatic document check, machine assessment and triage of your highest risk interactions. Let human assessors focus on the riskiest cases 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 Customer Duty

Have evidence in place for the regulator and ensure 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 advisers, 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 leading CRM systems and trained on your data to solve your specific challenges.
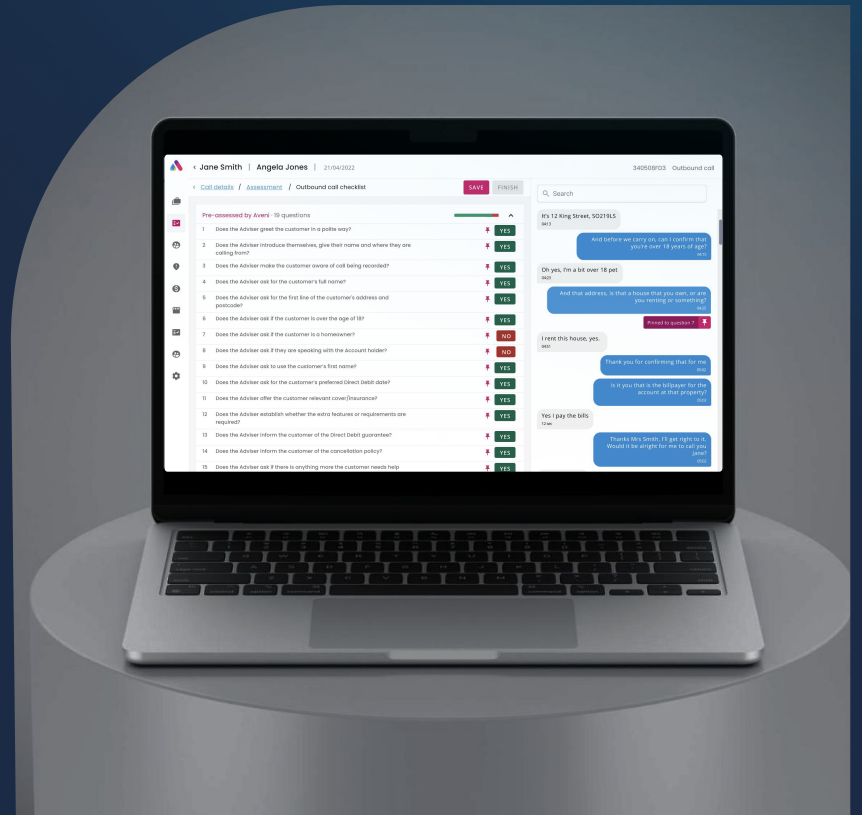
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Auto QA: Human-informed automation at its best

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

Apply 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 meeting is complete, it's transferred to Aveni Detect. Meetings and documents 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 meeting

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 meeting attributes in a navigation workflow to support efficient assessment.

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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.
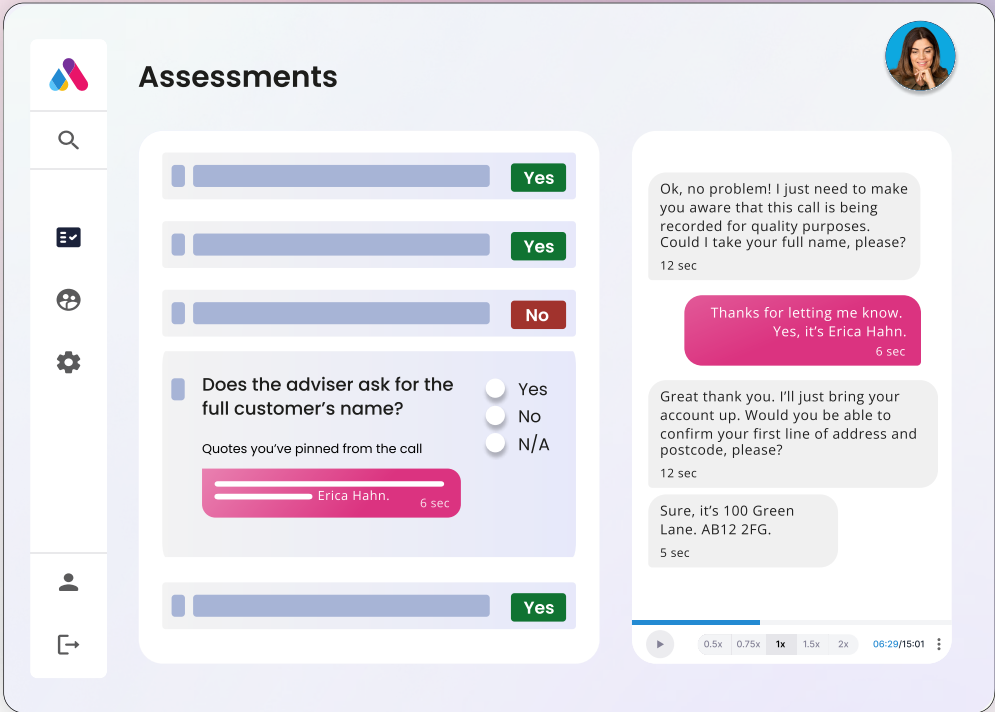
Frictionless coaching

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

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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 integration means all calls are automatically made available in Aveni for monitoring, analysis and triaged assessment for your QA team.

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Get in touch to learn how we can wrap advanced AI around your teams **to drive unprecedented productivity**