Elevate your contact centre efficiency and boost agent performance

Drive automation, uncover fresh insight and drive agent performance with the latest advances in NLP and speech technology.

Give your agents the best chance of success

Contact centres suffer from high staff turnover resulting in greater recruitment, retention and training costs. Being able to identify agent knowledge gaps and improve soft skills on both an individual and agent population level is also difficult.

Aveni helps you build higher performing teams by giving you a better understanding of what excellence looks like, providing richer insights into agent activity and offering more meaningful remedial actions. We give your agents and management the tools and information they need to enable rapid training and self-improvement on every call.

Boost contact centre efficiency through voice-driven automation

Manual processes and reporting means contact centre staff spend a lot of time on low-value admin rather than other higher value activity. We ensure you make the most of agent time by automating processes, direct from voice and providing insights to better prioritise team activity.

"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. "

Agent performance

Build higher performing teams by better understanding what the gold standard looks like, giving you richer insights into agent performance and offering more meaningful coaching opportunities. Keep tabs on emerging performance trends with rich management insights.

Coaching opportunities

Our coaching algorithm assesses every call taken by an agent, automatically selects calls with the best training opportunities and presents those to the supervisor, for a frictionless coaching experience.

Supervisor support

Alert supervisors to challenging conversations when they happen. Make sure your agents have the support they need, when they need it. We'll flag challenging conversations and identify training opportunities to ensure the best outcomes are achieved for your customers.
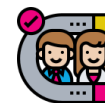
Automate reporting

Automated reporting ensures your agents are free to focus on more valuable activities.

Customer insight

We don't just give you a dashboard. We identify opportunities, give you real, actionable outcomes and pinpoint reasons behind behaviour.

Improve retention

Improve employee satisfaction by empowering agents to take control of their own learning and development. We provide persoanlised dashboards for agents to improve in real-time.