

# Is your Quality Assurance process inefficient and expensive?

## Lets fix that.

With Aveni Detect, you can realise **80% efficiency gains** in your QA process whilst drawing insight from **up to 100% of your customer interactions**.

Turn a costly, regulatory box ticking exercise into a core value driver for all areas of your business, from customer experience and agent performance to product and service development.



### QA performance goals without the hefty price tag

Quality assurance can be both costly and inefficient with many companies covering just 1-2% of their customer interactions. 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.



### Company-wide QA orchestration from a single data source

Our workflows enable one transparent, consistent set of metrics to assess engagement and pass outcomes to the right parts of the organisation for action. We act as the centralised system that flags potential product development insights, customer retention issues, agent performance outcomes, high risk incidences and more - alerting the relevant teams. And this orchestration activity is all driven by one data source simplifying complexity and boosting QA efficiency.



**“A QA process that used to take 90 minutes, *now takes 15 minutes using Aveni Detect.*”**

Current QA process challenges	How Aveni Detect can help
Monitoring just 1-2% of calls	Automatically monitor and assess up to 100% of your calls.
Slow assessment e.g. listening to a whole call that might not have an issue in it	Machine assessment of your calls using our NLP pipeline that identifies dozens of useful metrics. We present attributes in a navigation workflow to support completely streamlined assessment.
Inconsistent and inefficient assessment	Machine assessment ensures QA identification is consistent across the board. Centralised QA orchestration means multiple areas of your business receive maximum value from comprehensive assessment, insights and outcomes from a single data source.
Inefficient allocation of calls for human assessment	Our unique selection algorithm automatically allocates calls to the QA team for assessment based on customer experience, agent performance and risk. We score risks meaning your risk assessors spend their time on high priority calls rather than wasting it on calls that aren't of interest.
Time-consuming, manual reporting	Automated reporting ensures your agents are free to focus on more valuable activities.
Delayed assessment (Assessments of some calls can happen weeks afterwards meaning incidences are addressed slowly, increasing exposure)	Assessments can happen instantly, the moment you upload a call rather than weeks later. You can get instant assessments allowing you to act faster to mitigate any risk.
Complexity and disjointed nature of quality assurance across multiple business areasx	We enable you to ensure quality assurance over multiple aspects of the business, e.g. agent performance, risk, customer experience, product suitability

## How it works

