

One of the leading Baltic BPOs

A complete solution for AI speech analytics and reporting!

At a glance

Our second pilot with one of the leading BPOs in the Baltics. We automated and scaled the largest part of the quality assurance process (manual listening and evaluating the calls), structured and presented the data on gathered insights throughout the duration of the pilot.

KPIs

The most important KPIs for the project were: the analysis of 100% of the calls, freeing 25% of the time of the QA professionals and providing enough insights to decrease the average handling time of the case.



KEEP IT SHORT

Reduce average handling time



FREE HANDS

Freed more than 25% of the working day for QA specialists.



TOTAL ANALYSIS

Increase the percentage of the calls analyzed from under 1% to 100%

CHALLENGES

- Manual unscalable process of evaluating the calls
- Insufficient amount of QA specialists to analyze the calls on the wanted scale.
- No good product in Lithuanian

SOLUTIONS

Oxus.AI has trained the ML models that achieved a 5.5% Character Error Rate on transcribing the calls. That allowed us to run a meaningful NLP search to derive insights from the recordings provided by our client. The process described above not only automated 100% of call QA but also provided an unbiased source of intelligence into what is really happening on the calls. After the solution was deployed - there is no need to scale the number of QA people together with the number of agents.



Custom Approach



Proprietary Technology



Human-level Accuracy

RESULTS

1

100% of the calls analysed according to the QA standards

All the calls conducted by the focus group were analyzed by Oxus and the information was delivered to the QA team in accordance with their scorecards.

2

Detection accuracy >90%

Our accuracy in character detection is 94.5%. The WER was less than 20%, and most of the mistakes were coming from names and words, where the endings were not clearly said, so the verb would be recorded in a different tense.

3

Reduce the feedback loop from 2-4 weeks to < 1 day

The faster feedback loop allowed our client to improve the training process and thus decrease the ramp-up period.



Oxus.AI



<https://www.oxus.ai/>



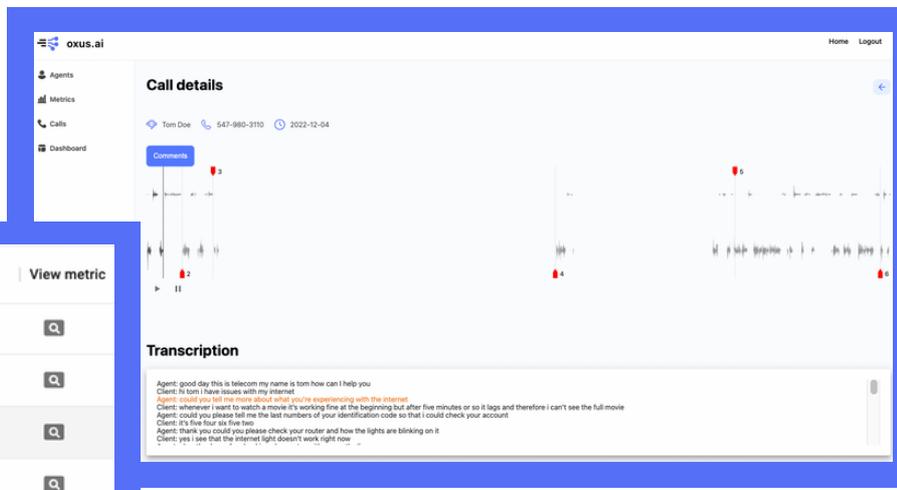
Vilnius, Lithuania, EU

We have transcribed and delivered the feedback on 168359 calls. That would have taken around 7000 hours if to do it manually

RESULTS

- 4 Let the QA people focus on the other tasks**
Given the fact that for the focus group all calls were monitored by Oxus, QA specialists were able to dedicate around 2 more hours every day to coaching the agents.
- 5 100% accuracy on the metrics detection.**
Our solution will detect all the keywords and phrases with 100% accuracy. The most important thing - is to set your keywords right!
- 6 Show the key criteria correlation to call results**
The correlation analysis was carried out to determine the level of impact of a particular metric on the outcome of the call. Turns out that "GDPR Compliance" has a negative correlation with the outcome of the call. positive.

Some visuals of how Oxus.AI looks right now



| Name | Performance | Correlation | View metric |
|---------------------|-------------|-------------|-------------|
| Business Impact | 54% | 0.66 | |
| Intro | 63% | 0.664 | |
| DM Verification | 37% | -0.298 | |
| Ask for the Meeting | 27% | 0.302 | |

Metrics

Double click performance or comment column to edit it.
To sort columns, hover over the header.
To notify about potential errors, click **Flag error** column.

| Status | Name | Time (min:sec) | Label on track | Performance (%) | Comment | Flag error |
|--------|---------------------|----------------|----------------|-----------------|---------|------------|
| | GDPR Compliance | N/A | 1 | 40% | | |
| | Intro | 0:21 | 2 | 100% | | |
| | Needs Discovery | 0:42 | 3 | 95% | | |
| | Business Impact | 2:00 | 4 | 100% | | |
| | Ask for the Meeting | 2:11 | 5 | 100% | | |
| | DM Verification | 3:14 | 6 | 100% | | |

[View Demo](#)

