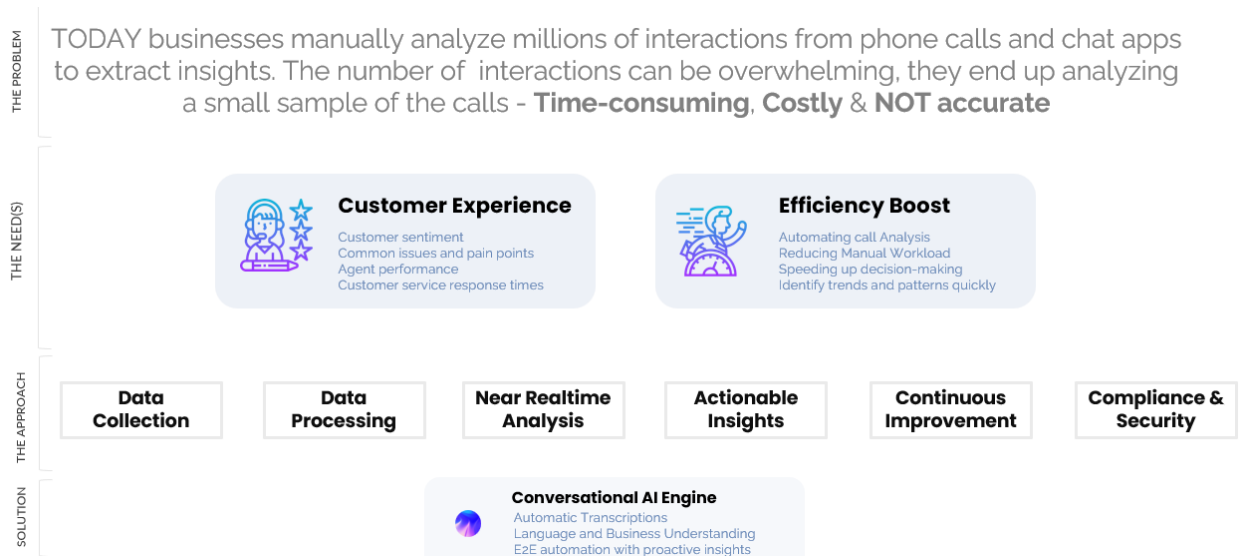


ICONVO.AI

CONVERSATIONAL AI

Technical Datasheet

Why Conversational AI Analytics for your business?



Leveraging AI, we help you understand your customers' views on your brand and product, their suggestions for improvement, and what they think you excel at. This wealth of information, embedded in your calls, emails, and chats, is unlocked and made accessible through our technology.



OUR CONVERSATIONAL ANALYTICS ENGINE

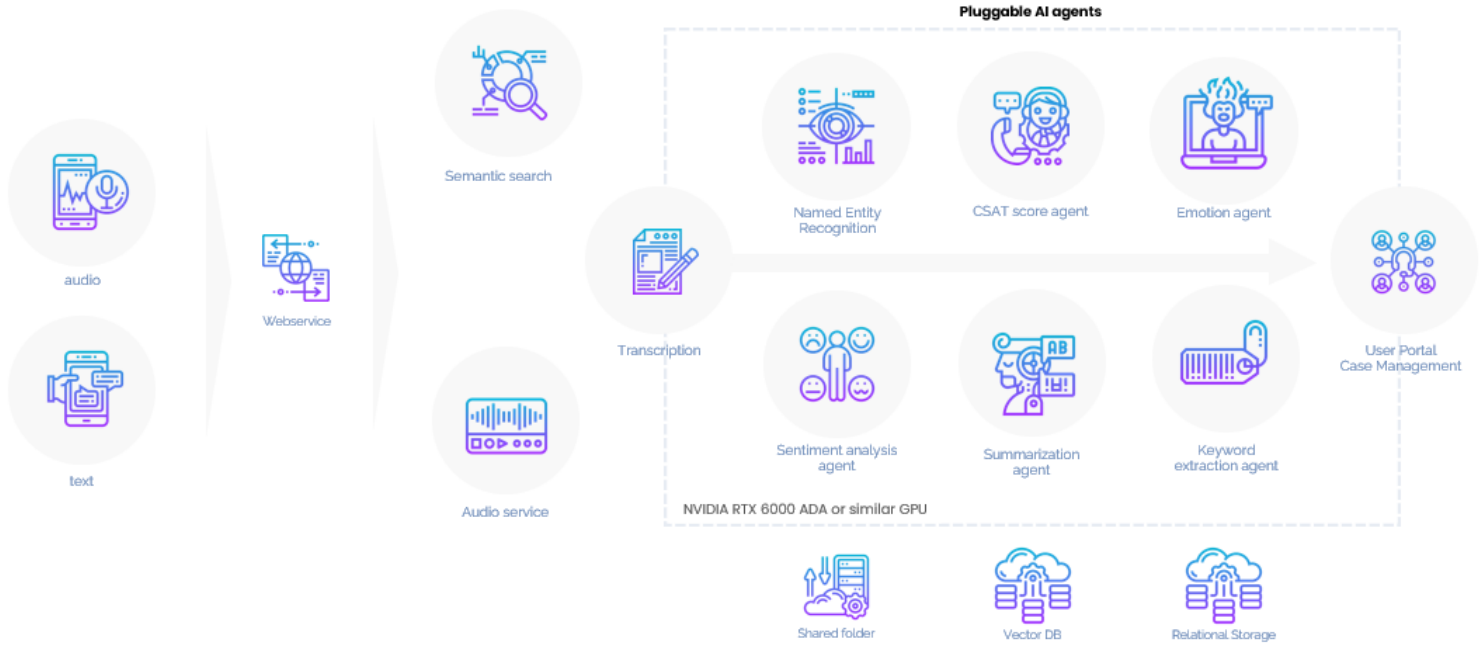
A Multilanguage Generative-AI Approach



- Polyglot Natural Language Processing (sentiment & text analysis and language understanding)
- Polyglot Speech Analytics (Generative AI Speech recognition & Speaker diarization)
- AI reasoning & summarization
- Semantic Search & Analytics



Product Architecture



Runs 100% on-prem without any external dependency or service

Reference HW Sizing (with HA)

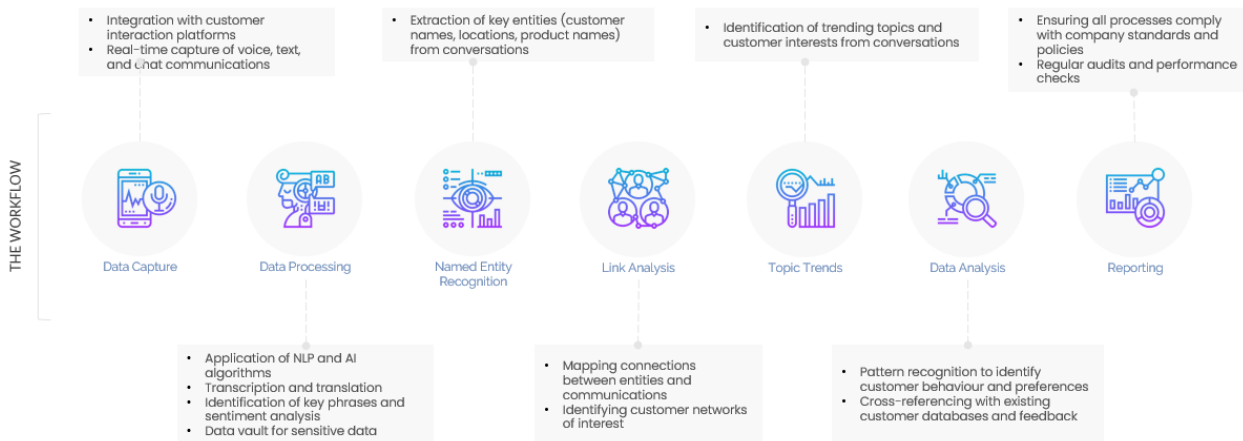
Voice Files - Daily Volume	5000-7000, 300-400 Hours	Data Retention	Audio files, 6 Months , Conversation details, 5 years
Average Length of Conversation	30 Minutes	Analysis Timeline	5 minutes Post Receipt

Node Type	# CPU Cores	Memory	GPU	Storage (usable storage)	# of nodes
K8s master node	4	16GB		256GB (local disks)	3
K8s worker node	16	64GB		20TB (local disks)	4
K8s GPU node	16	64GB	48 GB (RTX 6000 ADA)	1TB (local disks)	2
Jump box	4	16 GB		1 TB	1
Storage node	4	16GB		20TB	3
Total	124	496 GB	2 * RTX 6000 ADA	143.75 TB	13

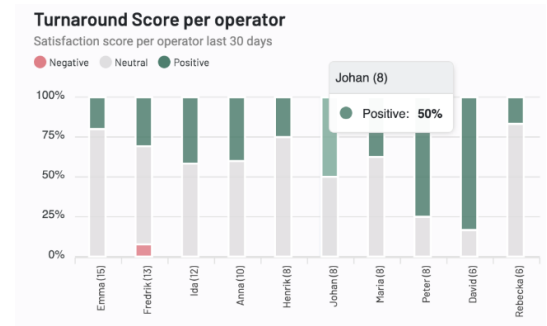
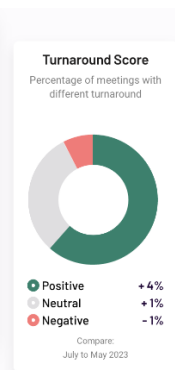
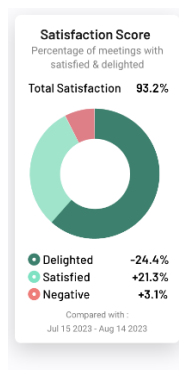
Assumptions:

- This sizing encompasses an HA architecture (HW load balancer is needed to ensure a full HA setup)
- Only usable storage was considered (Depending on the underlying RAID storage configurations the raw values may increase)
- Both ARM64 (e.g. Ampere) or AMD64 (e.g. Xeon, Ryzen) CPUs can be used

iConvo's Workflow for the Customer Experience (CX)

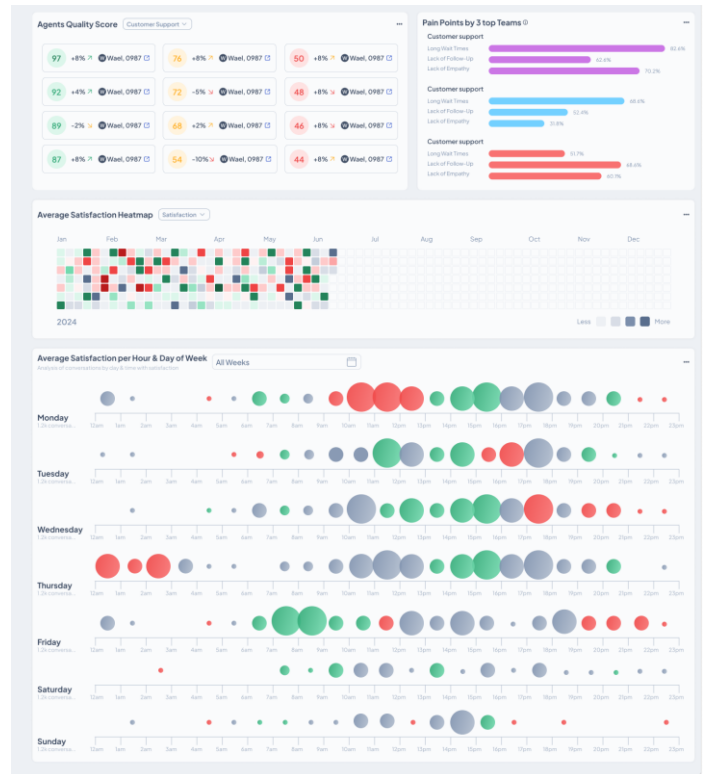
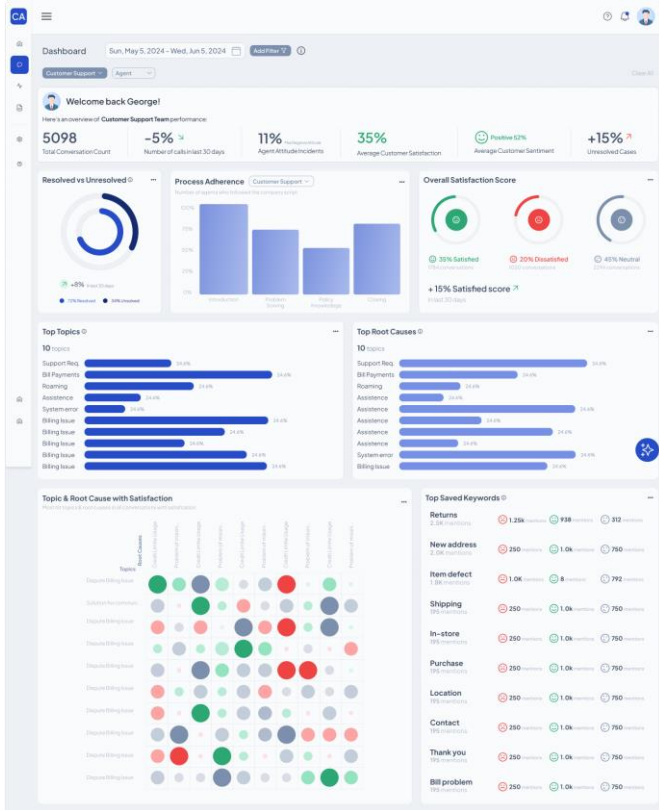


- Alongside transcription, we utilize AI to **categorize and summarize** all calls, thereby creating context and data surrounding these interactions. This allows you to delve into and filter the data, understanding the drivers behind contacts and issues.
- Filter & Search** - Free text search through millions of calls in milliseconds. Observe trending charts based on search terms. Navigate directly to the specific paragraph where these terms are mentioned. View and listen to the exact words spoken, allowing you to connect deeply with each individual customer.
- Sentiment Analysis** - By analyzing the sentiment of every call, down to each paragraph, we gain insights into the factors influencing customer sentiment, be they positive or negative.
- Turnaround Score** - assessing the evolution of sentiment during each call, to determine whether the conversation becomes more positive or negative. This metric allows for analysis at the employee level, evaluating the efficacy of customer service representatives in positively influencing customer sentiment.
- Utilizing sentiment analysis, we develop a **Satisfaction Score**. This score enables analysis at the category level, employee level, and trend analysis over time in order to identify the primary drivers of both positive and negative contacts to comprehend your customers' perception of your brand, product, and processes.



Dashboard

Customizable Dashboard to show all important KPIs for business in one user friendly screen from which you can see how your call center is performing. Users can drill down to the conversation details.



Targeted insights
 Business-Aware Summarization
 Topics, Intents, and Keywords
 Entities Recognition
 Sentiments and Emotions
 Agent performance

Insights over time
 Trending Topics
 Top pain points per team
 Overall CSAT
 Topics vs Root Cause

Chat with your data
 Ask questions about your data
 (Time aware, Context-aware)

Drill Down - Per Call Analysis – Single Screen

Our summarization tool is designed to extract the essence of every interaction, allowing you to collect the key insights from each meeting. As each business case is unique, we have tailored our solution to meet diverse need effectively.

If your focus is customer service, our system will identify the root cause, reason for the call, and resolution status, providing a clear view of each customer’s journey and the effectiveness of issue handling. Your sales

team will benefit from summaries that highlights introduction, objections raised and the outcome of each conversation, equipping them with the needed tools to improve strategies and engagement.

All summaries are projected in a common view for you to easily search within and get an overview in the same place ('Call Activity' area). By analyzing all summaries you can quickly spot trends, understand your conversations and collect detailed insights.

The screenshot displays a call center software interface for a conversation with ID CALL20240602_23. The interface is divided into several sections:

- Overview:** A summary card showing the topic 'Solution for communicati...', root cause 'Problem of missing notific...', satisfaction level 'Disatisfaction', and final resolution 'Resolved'. It also lists customer 'Mustafa Abdel Mohsen', start date '3 Jun 24, 13:31:40', assignee 'Wael, 0987', and call duration '7m 55s'.
- Pulse Timeline:** A waveform visualization showing the call's audio activity over time, with a 'Negative' sentiment marker at 03:43.
- Transcription timeline:** A text-based transcript of the call, including the agent's greeting and the customer's complaint about a billing issue.
- Conversation Summary:** A detailed summary of the call, including contract information (Contract Number: 69933772, Package: Control Limit Zero Package), client info (Address: Egypt, Maadi, Cairo), and a summary of the issue: 'Customer Mustafa Abdel Mohsen contacts company about billing issue with Control Limit Zero package. He visited bank branch to pay bill, told he owed 4,000 pounds in error. Customer in Cairo during period, company claims Saudi Arabia. Customer denies, insists on Egypt. Mobile phone in Egypt, system needs review. Refuses payment until resolved. The company assures the customer that they will transfer the issue to the relevant department, make an exception request for Mr. Mustafa, postpone the due date until the issue is resolved, and ensure all features and packages remain normal. The customer thanks Mr. Wael for solving their problem.'
- Keywords:** A list of keywords extracted from the transcript, such as 'Gratitude', 'Cairo', 'Resolution', 'Mobile', 'Issue', 'System', 'Control', 'Saudi', 'Error', 'Roaming', 'Billing', 'Refusal', 'Solution', 'Payment', 'Transfer', 'Company', and 'Complaint'.
- Entities:** A list of entities extracted from the transcript, including 'Currency' (4,000 pounds, 3900 pounds), 'Location' (Cairo, Saudi Arabia), 'Person' (Mustafa Mohsen, Wael), and 'Time' (48 hours).

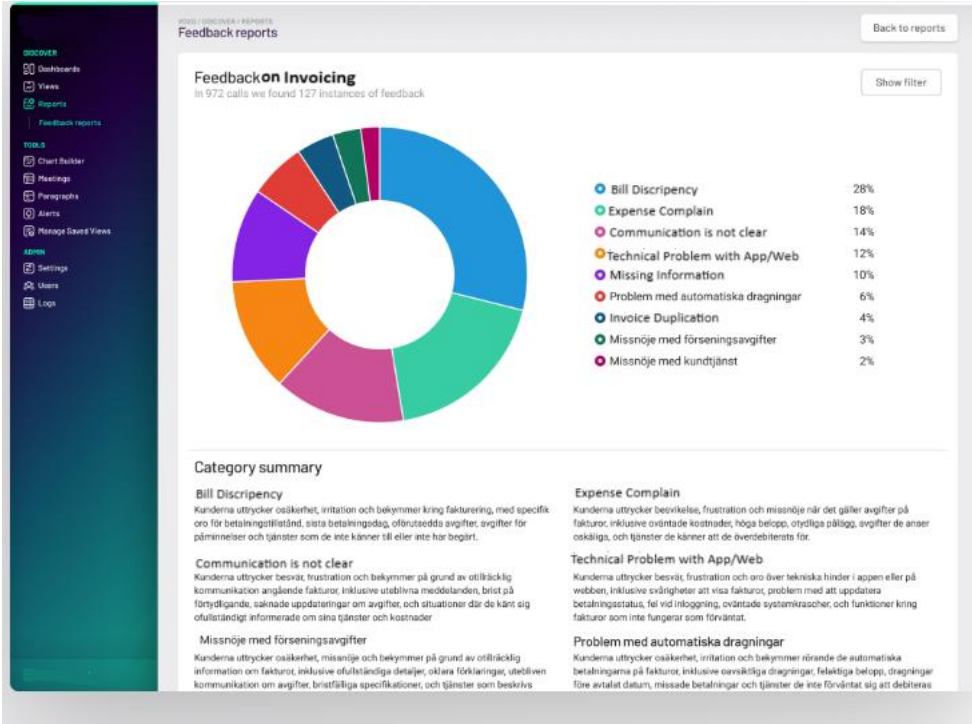
Annotations on the right side of the interface include 'Local reference data integration', 'Targeted summarization', 'Keywords', and 'Entities'. The bottom right corner features a 'Chat Assistant' icon.

Reporting

With the help of generative AI we automatically find and categorize all your customers' feedback in a convenient report. You can run the report on all of your calls or you can specify what type of calls or timespan to get even more focused feedback.

The categorization provides data on the frequency of similar feedback types from customers, aiding in prioritizing issues. The summaries, coupled with easy access to specific calls for reading and listening, ensure no detail is overlooked. This enables direct action to enhance your customer experience.

Share report with all departments, on their feedback - Ensure that all departments in your company have access to the report, empowering them to respond effectively to customer feedback.





Intuitive Interface

View customer journey and uncover trends and insights via interactive dashboards with rich data visualization options like phrase-clouds and interactive charts. Drill down to get a closer look at things that matters to your business-like customer retention, brand awareness, sales opportunities, script adherence and compliance, and more.



Implementation Support

Our Professional Services team will ensure a smooth rollout.

Customization Options

We stay tuned in to your changing needs with custom solutions that meets your business evolution.

24x7 Support

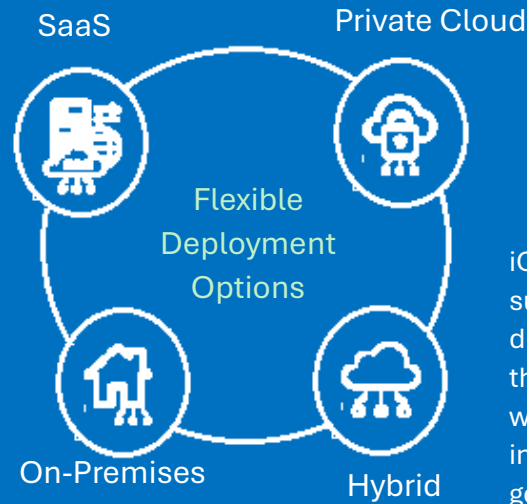
Our Professional Services team delivers around the clock support – just a phone call away.

Innovation Center

Our subject matter experts continuously explores established best practices and emerging strategies and shares it with you.

Training

Online or on-site training bring agents and managers up to speed in hours.



iConvo analytics supports various deployment options that perfectly aligns with your infrastructure and goals, without compromising on features, security, or adaptability.



Security

The data is stored in an encrypted vault on your premises' local network, only accessible by authorized users on selected networks on the client side. The data vault masks sensitive data, ensuring that it is not visible to unauthorized users. If the vault is stolen, the data remains inaccessible by any means. All data access is audited, and all unauthorized attempts are immediately identified and reported.

At iConvo, we pioneer AI-driven SaaS solutions, specializing in AIOps, Advanced Analytics with Hyper automation and Fraud detection. Our commitment to excellence and simplicity defines us. With cutting-edge technology, we architect transformative journeys, ensuring businesses thrive in the dynamic digital landscape.

<https://iconvo.ai/> | info@iconvo.ai

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