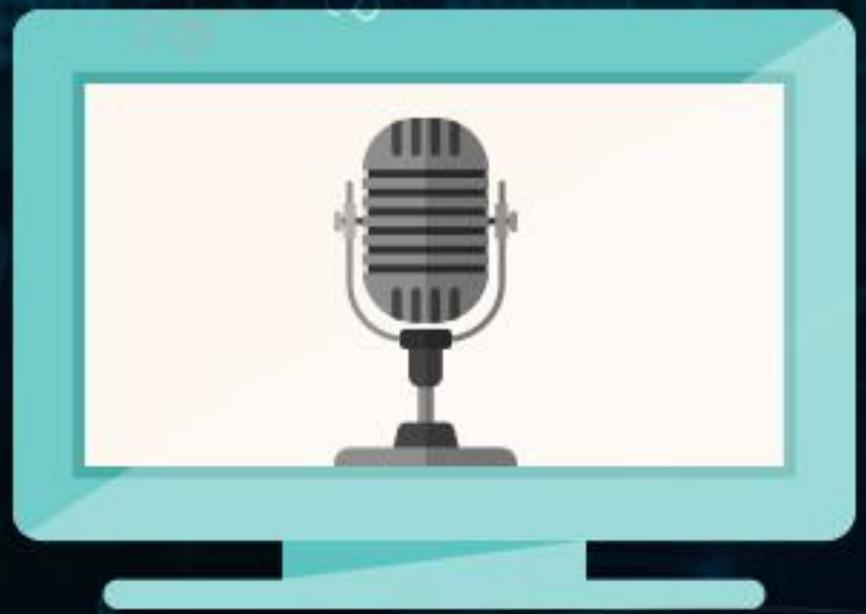




CANARY

Voice to Text + Analytics



UPLOAD



RECORD



ANALYSIS

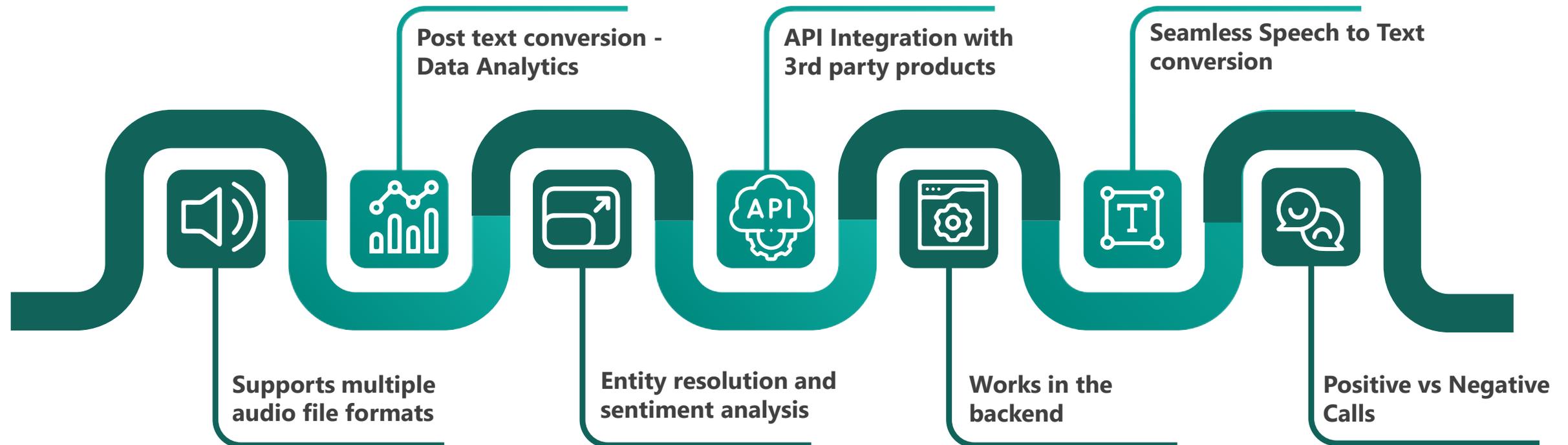
Easily Identify Root Causes in your customer interactions and take necessary actions accordingly.

Customers today, chose a variety of mediums to communicate with their Banks and Other Service Providers.

Whether it is a customer support desk, or any company call center, they Use emails, Social Platforms etc. However the most preferred way is speaking directly over the phone.

If the conversation is long it becomes difficult to capture all the necessary information discussed during the conversation. To Tackle the above challenge, mPHATEK has designed an AI/ML based tool "**CANARY**", which not only does the seamless Voice to Text Conversion, but also provides you with analytics through which you can derive actionable insights for better decisions making and customer delight.

It supports multiple formats ranging from .mp3 file to flac and wmv file It can even be integrated with your Salesforce, CRMs and dialer systems.



Core Features – Speech Analytics

Use Speech Analytics to better understand



Customer Sentiments



Entity Analysis



**Call Synopsis,
without listening
to the call**



Buzz Words



Link Analysis



Call Transcription



Customer Satisfaction/Agent Quality Monitoring



UPLOAD

Mp3, wav, flac, raw, m4a



Outbound Calls



Call Records



Customer Support Operations



Customer Support Call Records/notes



Dialer Systems

API Based Integration

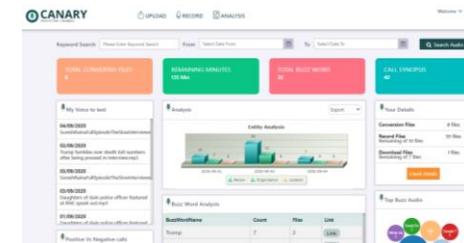


- Voice to Text Conversion
- NLP – Entity Resolution/Sentiment Analysis

API Based Integration



Microsoft Dynamics CRM CRM

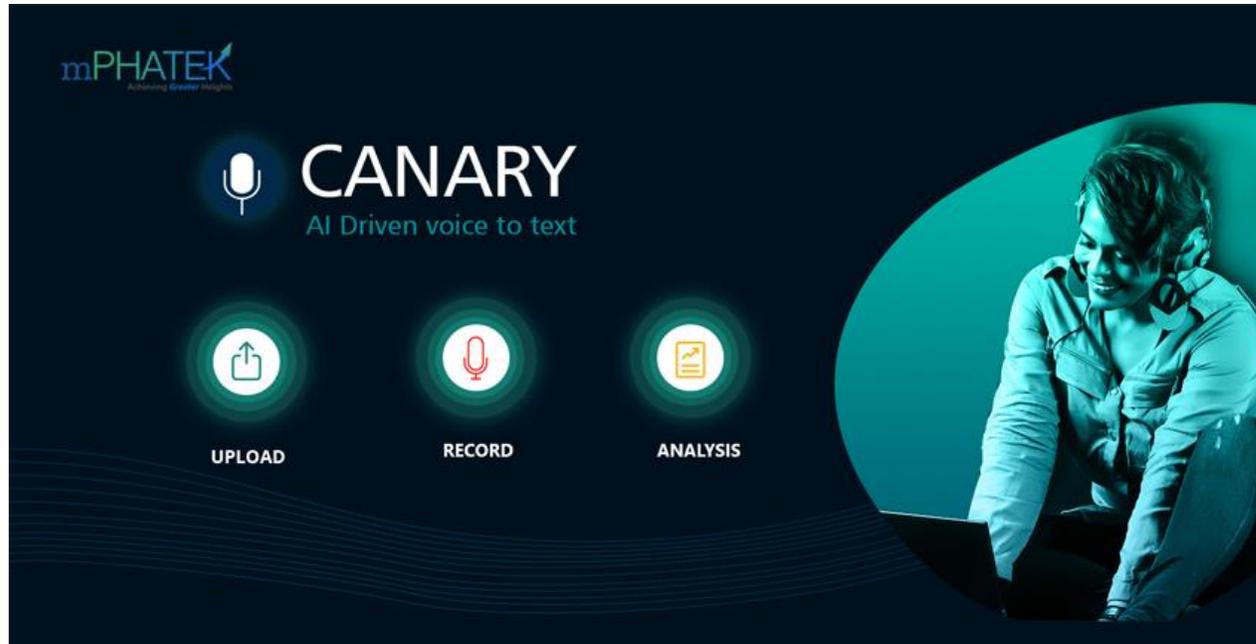


Canary Dashboards



Other Web and Mobile Dashboards





www.mphatek.com



contact@mphatek.com