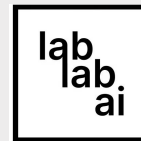


AI Alliance

for Audio Analytics



Build your AI Startup Hackathon Episode 2 2023

Team Members



Rema Algunaibet



Khalid Alnujaidi

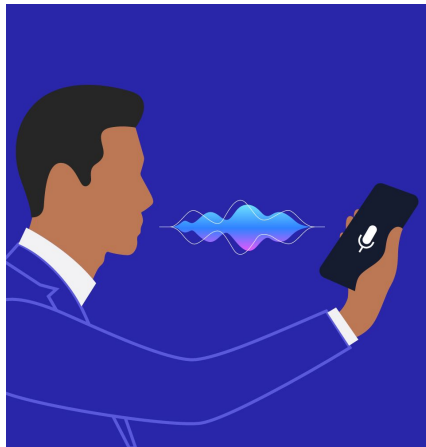
Problem Statement

- Call centers face challenges such as lost customers, low satisfaction rates, and missed opportunities for revenue generation
- Audio Analytics with AI can revolutionize the call center industry:
 - Automated accurate quality assurance
 - Improved customer experiences hence increased revenue



Solution

AI conducting quality assurance on call center's recorded calls



- Transcribing the speech in the call to text (STT) using **Whisper**
- Employing Large Language Model (LLM) via **GPT-3** for:
 - Extraction of essential data points
 - Sentiment analysis
 - Evaluating customer satisfaction
 - Issue & solution summarisation
 - Feedback including areas of improvement for the operator

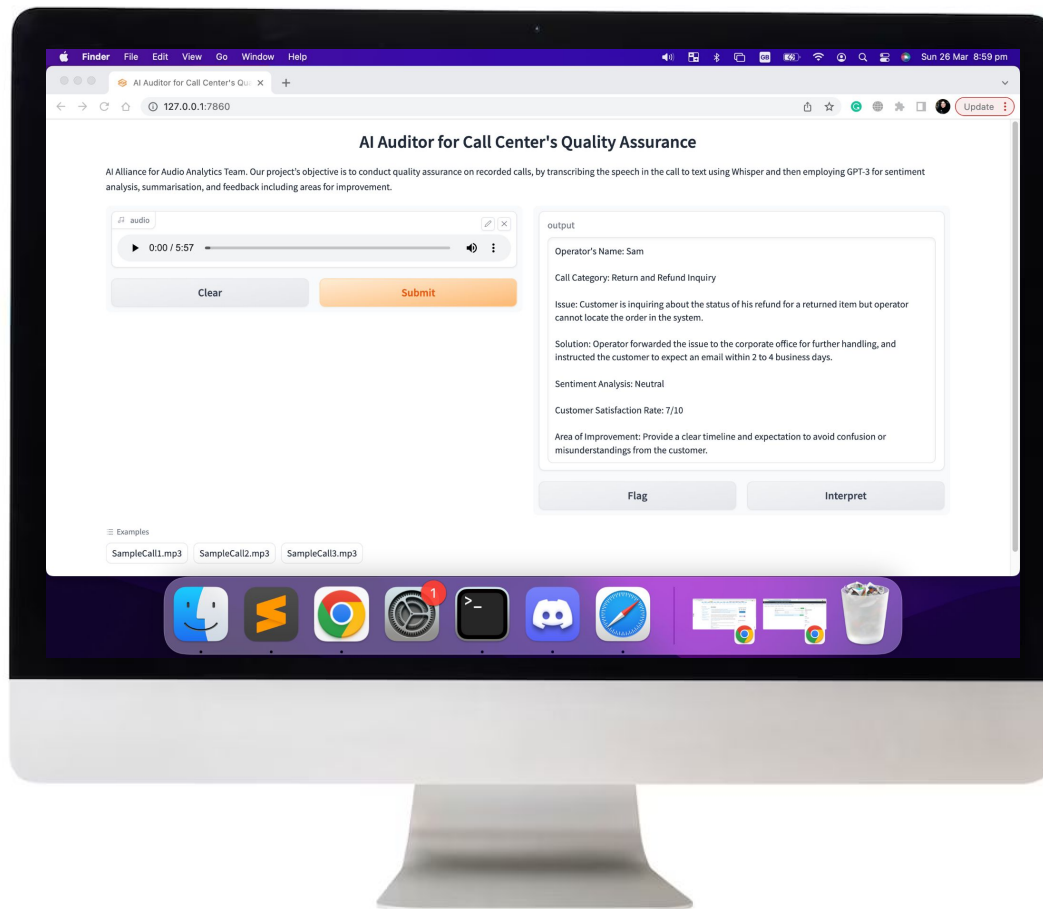
UI & Example

Audio Segmenting

Automatically
transcribes
audio to text

LLM extracts key data
points such as
operator name, issue,
& solution

Automatically
categorises the call



LLM conducts
sentiment analysis

LLM evaluates
customer's satisfaction

LLM provides areas
of improvement for
the operator

Market Potential

- The **global call center market** is projected to reach \$496 billion by 2027, with a CAGR of 10.5% from 2020 to 2027. *(source: Allied Market Research)*
- **Call center outsourcing** is a \$75 billion industry, and is projected to grow at a CAGR of 3.5% from 2020 to 2027. *(source: Grand View Research)*
- By 2025, the **global voice recognition market** is expected to reach \$27.16 billion, with a CAGR of 17.2% from 2020 to 2025. *(source: MarketsandMarkets)*
- The use of AI in call centers can reduce call time by up to 35% and increase customer satisfaction by up to 16%. *(source: IBM)*
- 70% of customers prefer self-service options, and AI-powered virtual agents can handle up to 80% of inquiries. *(source: Accenture)*



With such a massive market potential and proven benefits of AI-powered call center solutions, Audio Analytics with AI is poised to disrupt the call center industry and provide businesses with a competitive edge.

Competition

| | TranscribeMe | Speechmatics | AI Alliance for Audio Analytics |
|--|--------------|--------------|------------------------------------|
| <i>Transcribing: Speech-to-Text (STT)</i> | ✓ | ✓ | ✓ |
| <i>AI Analytics</i> | ✗ | ✗ | ✓ |
| <i>Summarisation & Categorisation</i> | ✗ | ✗ | ✓ |
| <i>Customer Experience & Satisfaction Assessment</i> | ✗ | ✗ | ✓ |
| <i>Sentiment Analysis</i> | ✗ | ✗ | ✓ |
| <i>Area of Improvement Feedback for Operator</i> | ✗ | ✗ | ✓ |

Code Repository & Demo

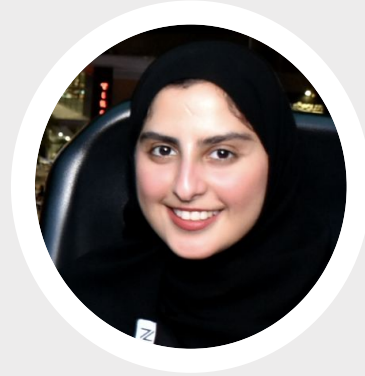
GitHub Repository:

<https://github.com/remaalgunabeta/Al-Alliance-for-Voice-Analytics---LabLab.ai-ChatGpt-Whisper-Hackathon>

Try it now via this demo link:

<https://huggingface.co/spaces/khalidnu/Al-Alliance-for-Audio-Analytics>

Team Contact Details



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