



SummarizeX

AI Quality Assurance

Never lose value of data



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البرنامج الوطني
لتنمية تقنية المعلومات
National Technology
Development Program



SDAIA
الهيئة السعودية للبيانات
والذكاء الاصطناعي
Saudi Data & AI Authority

GAIA
BY NEXTGRID

NN new native
group

Problem

The traditional call center QA



Slow



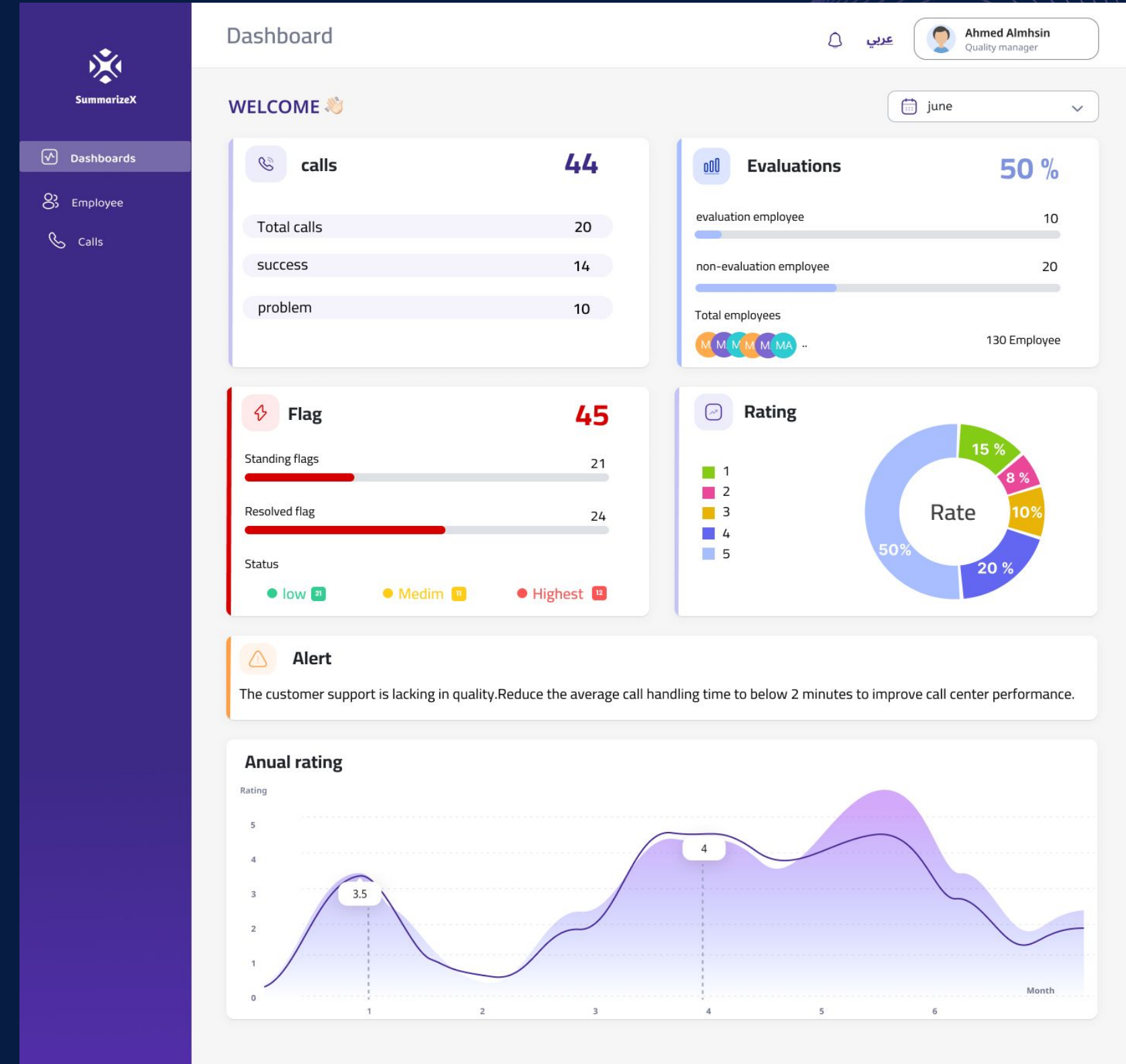
Resource Intensive



Manual


Solution

- Optimizing data.
- Boost customer support.
- Retain customers.
- Reduce legal negatives.



How we do it




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Dashboards

Employee

Calls

Calls

Calls

Search by ID number

Filter by : Low Title

Result 6

Wallet x

ID	Title	Description	Rate
12343	Open a new ...	Open a new ...	3/5
12343	Text line	a message fr...	4/5
12343	Wallet	Currency exc...	3/5
12343	Wallet	Balance in th...	3/5
12343	Wallet	a message fr...	3/5
12343	Wallet	the answers	4/5
12343	Wallet	Open a new ...	4/5
12343	Wallet	Open a new ...	1/5
12343	Wallet	a message fr...	0/5
12343	Wallet	Open a new	4/5

ID # 1234

Summary

Title: Wallet

Time: 5:00 PM 3 jun 2023

Flag: 2 High anger tune repeated complaint

Customer evaluation

Rate: **3/5**

Calls details

Record: 05:23

Summary call

- employee mentioned his name 01:00
- employee asked to help user in the end of the call 01:30
- Listen to calls 02:00
- Directing calls to concerned people 03:00
- End the call professionally 05:15

Caller information

Name: Khalid al harbi

Phone number: 966 53264344

The Market

\$5.517 B

BY 2030

Our aim is 15% - \$750,000,000

first 3 years



Source: Data Bridge Market Research

Full report link: <https://www.databridgemarketresearch.com/reports/middle-east-and-africa-call-center-platforms-market>

Business Model

Subscription



Traction

70+

Key players in the market

Telecom

Banks

Hospitals

Startups and more.



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The Team

Quality & Customer Support

Tech & Ai

Business



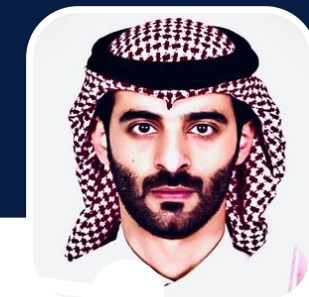
AbdulJaleel

- Co-Founder, CTO
- Tech & AI lead 8+ Years
- Experienced AI startup Management



Fahad

- Co-Founder, CEO
- Quality Assurance 5+ Years
- Project management



Faisal

- Founder, Business lead
- Experience in Call Centers 5+ Years



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Thank you



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