Senticall

AI-Powered Customer Service Intelligence Platform

Transforming Customer Service Through Intelligent Analysis

The Problem & Its Cost

⏰ Manual Analysis

Hours per call

💰 High workforce costs

📊 No Performance Tracking

Zero visibility

💰 No quality control

⚠️ Delayed Response

Lost customers

💰 Revenue loss

👥 Large Teams Required

High payroll

💰 Operational overhead
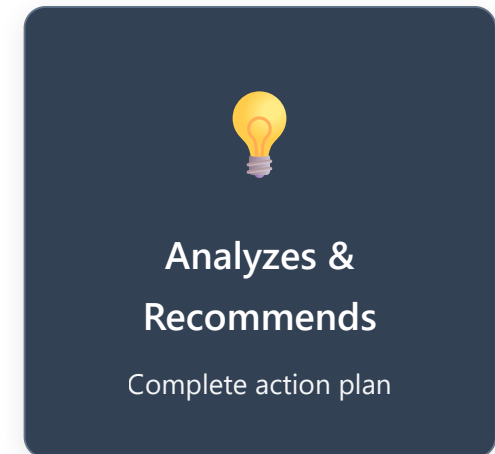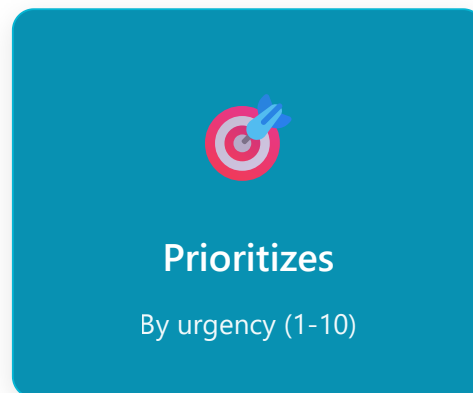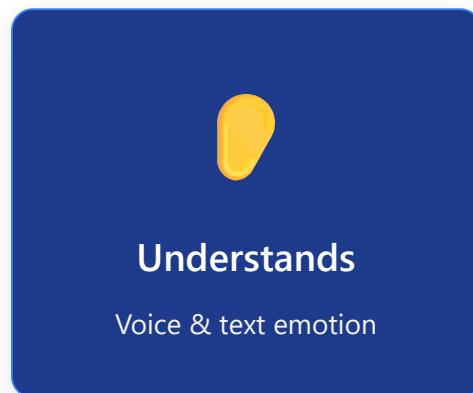
Result: Slow operations, high costs, lost revenue
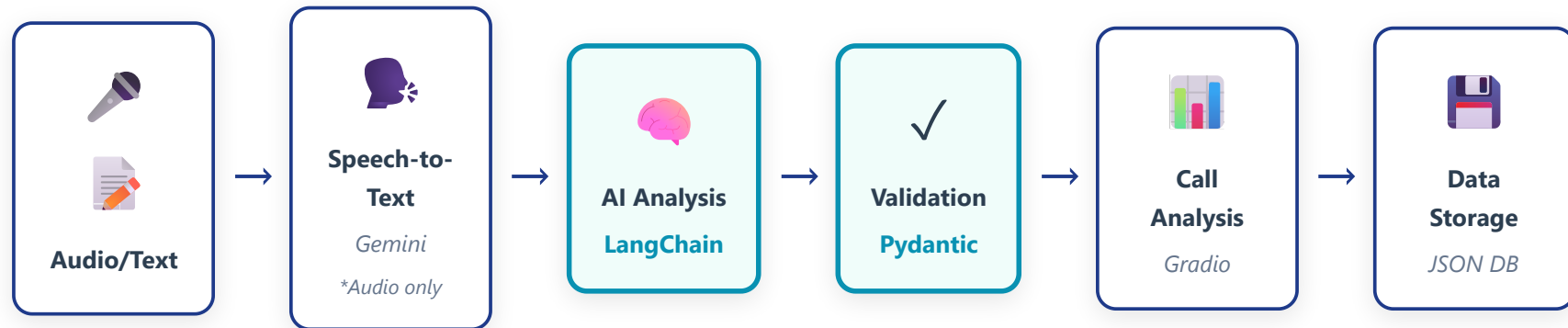
Our Solution

Senticall Platform

Automated AI Analysis of Customer Service Calls

💡 **Understands** Voice & text emotion	→ 🎯 **Prioritizes** By urgency (1-10)	→ 💡 **Analyzes & Recommends** Complete action plan

"Manual hours → AI seconds"

How It Works

Audio/Text → **Speech-to-Text** *Gemini* **Audio only* → **AI Analysis** **LangChain** → **Validation** **Pydantic** → **Call Analysis** *Gradio* → **Data Storage** *JSON DB*

Stored Data Analysis

Meta data Analysis → **Executive Summary** → **Customer Success Actions**
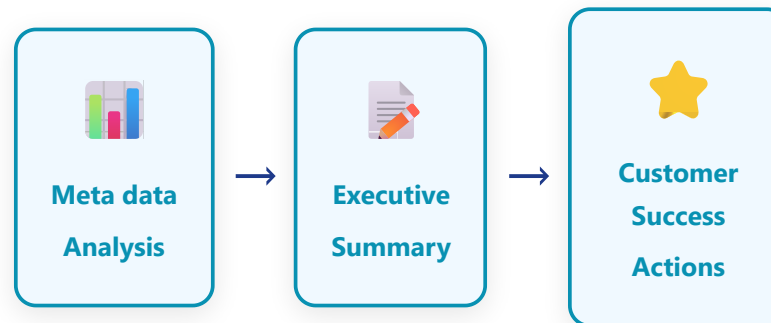
Inside the Pipeline

🧠 AI Analysis

LangChain

- Builds structured prompt
- Calls Gemini Flash
- Parses response to JSON

✅ Validation

Pydantic

- Validates 23 fields automatically
- Ensures type safety
- Returns structured data

→ **Clean, reliable, maintainable**

Business Impact

TECHNOLOGY

✓ Voice Tone Analysis

✓ Automated Processing

✓ Priority Scoring

✓ Analytics Dashboard

→

BUSINESS VALUE

💰 Reduce Staff Costs

⏰ Save Working Hours

📈 Increase Revenue

💾 Track & Archive All Calls

⭐ Enhance Brand Value

Better service quality → Improved brand reputation → Higher customer satisfaction → More customers → **Increased profitability**

Platform Demo

Live Demo

Key Advantages

Emotion Detection

Voice & text sentiment

Voice Tone Analysis

Emotions from audio

Priority Scoring

1-10 urgency rating

Multi-Language

Global support

Per-Call Analysis

Real-time insights

Historical Dashboard

Trends & archive

Data Archive

JSON storage for insights

Cost Reduction

Automated analysis

Challenges

⚠️ LLM Dependency

High API costs

🎯 Real-Time Support

Live intervention needs

📊 Enterprise Integration

More context required

⚡ Scalability

Enterprise-level growth

Future Roadmap

Predictive Analytics

Early warning system to forecast customer churn before it happens

Real-Time Intervention

Live manager alerts and support capabilities during active calls

AI Performance Coach

Personalized agent training based on individual call patterns

Enterprise Integration

Connect with existing systems for enriched analysis

The Future of Customer Service

"AI-powered intelligence that maximizes service quality and revenue potential from every interaction"

Today	Tomorrow
Automated call analysis	Complete AI-driven customer service ecosystem