GRIEVOICE

Interactive AI Voice Agents

PRESENTED BY LIEZL COETZEE

Upgrade Grievance Systems

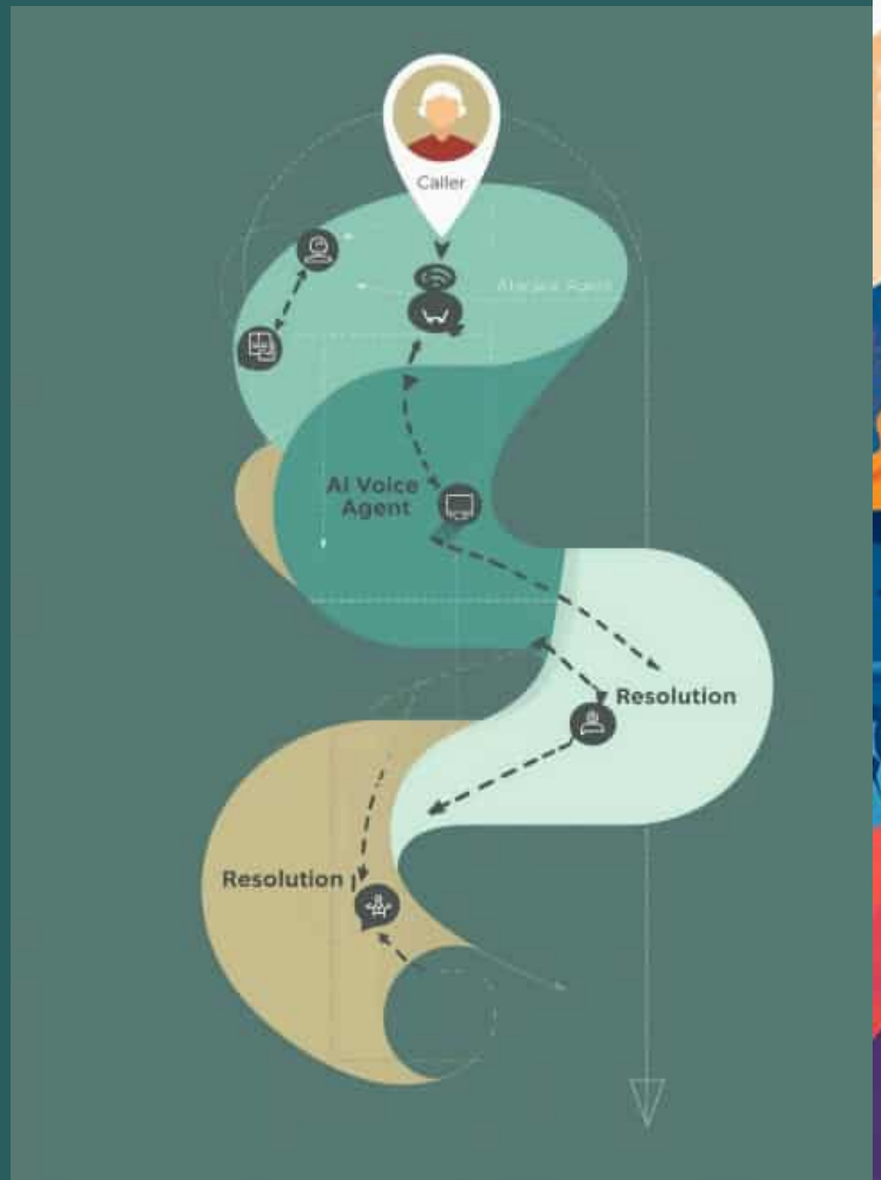
Addressing gaps in current processes

- Many voices go unheard
- Reliance on paper creates backlogs
- Fear silences serious issues
- Lack of real-time insights

AI Voice Grievance Systems

Empowering Vulnerable Voices Everywhere

- 24/7 phone access in local languages
- Voice-first intake for low literacy users
- Anonymous reporting with case IDs
- Automatic routing for quick responses



Global Evidence of Effectiveness

Inache

90% resolution rate in garment factories.

CPGRAMS

2M+ grievances handled annually in India.

CIVIC

11.2M grievances processed using NLP technology.

Telecom

Reduced complaints and improved service outcomes.

Case Snapshot: Inache Garment Factories

Workforce

80,000 workers engaged across 40 factories.

Communication

SMS and voice calls enhance grievance reporting.

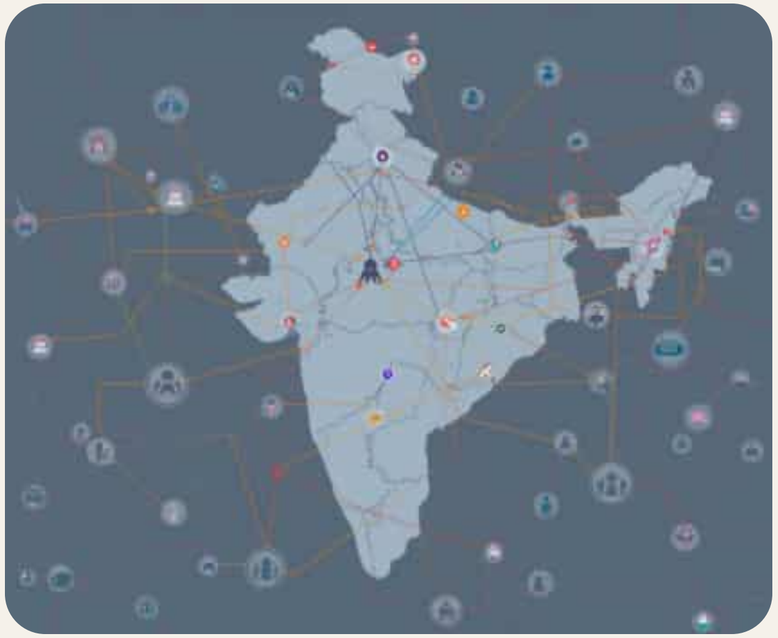
Resolution

90% plus resolution rate achieved through design.

Case Snapshot: CPGRAMS National Platform

Centralization

A **centralized platform** streamlining the grievance process.



Scale

Handles **over 2M grievances** annually, ensuring efficiency.

Speed

Average resolution time **reduced to 16 days** significantly.

Strengths

Voice AI systems provide **24/7 access**, ensuring grievances can be reported anytime, promoting inclusivity.

Anonymity

These systems offer **anonymous reporting**, which encourages vulnerable individuals to voice their concerns without fear.

Weaknesses

Limited emotional intelligence in AI may hinder understanding complex grievances, impacting user experience and resolution.

Opportunities

There is potential for **scaling to new languages**, enhancing access for diverse populations with varying linguistic needs.

Threats

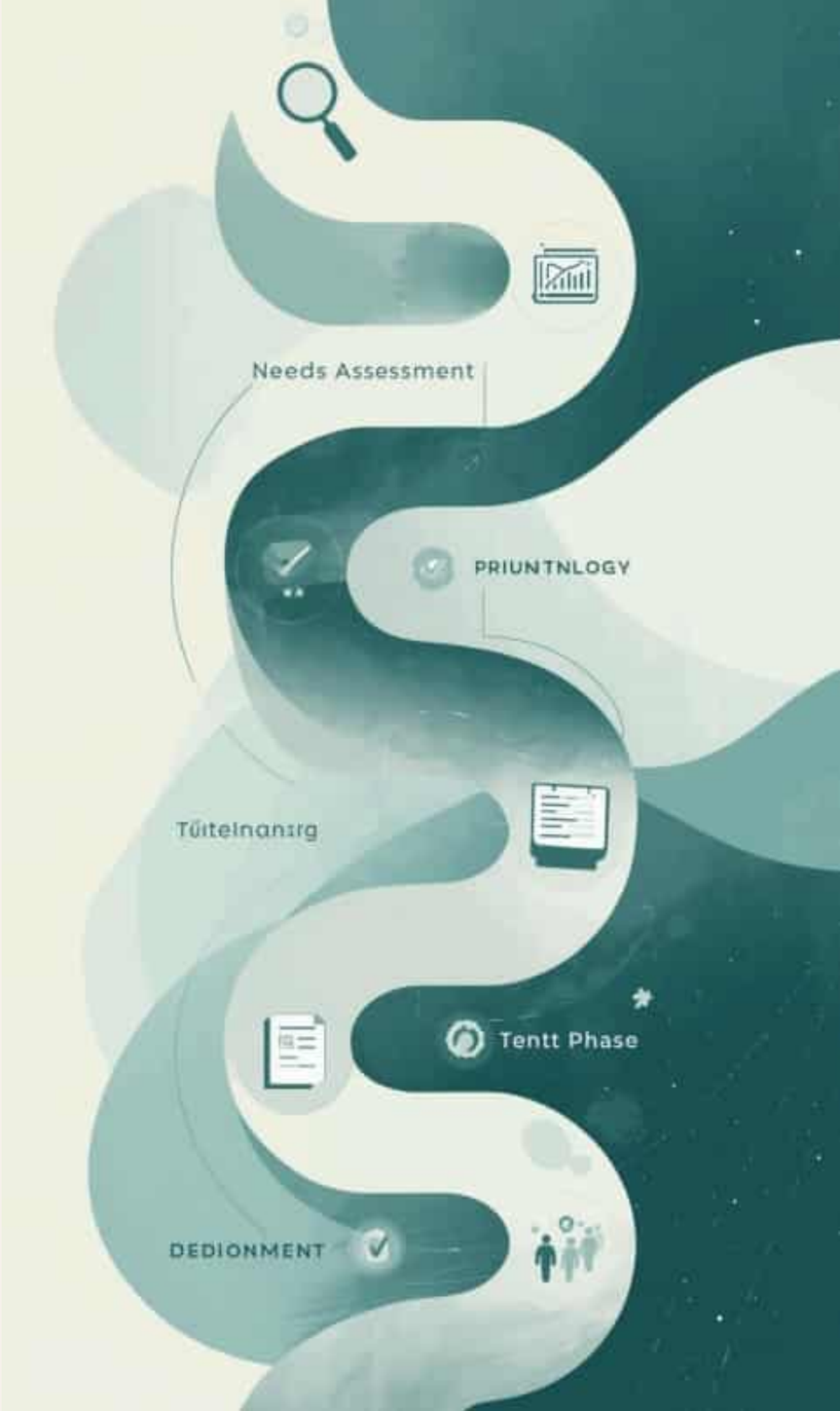
Privacy failures and biases could undermine trust, posing significant risks to effective grievance reporting and resolution.

SWOT Analysis of Voice AI

Six Phase Framework

Steps for Successful Implementation

1. Needs assessment and mapping
2. System design and channels
3. Technology selection process
4. Pilot testing with users
5. Full deployment and training
6. Continuous monitoring and improvement



From Pilot to Scale

Steps to implement successfully

- Start small with one site
- Test speech recognition across accents
- Involve unions and community leaders
- Refine prompts and routing rules

Privacy and Trust

Designing systems for secure reporting

- Anonymous case IDs for reporting
- End-to-end encryption for data security
- Data minimization to protect identities
- Compliance with GDPR standards

What Makes GrieVoice Different

Practical Experience

Designed for real-world infrastructure challenges

Inclusive Approach

Built for low literacy and multilingual contexts

Expert Integration

Combines voice AI with human specialists

Comprehensive Support

Implementation playbooks and training included

Next Steps

Concrete actions for implementation

- Identify a pilot candidate
- Run a needs assessment
- Co-design a pilot scope
- Review pilot data and decide on scale-up