Microsoft Azure

AI-Powered Call Center Intelligence Accelerator

Financial Services and Insurance industries

Transform your call center customer experience

At many call centers, wait times, re-routing, and the human-to-human interactions between agents and customers can make or break the customer experience. Without modern tools like AI and advanced automation, many organizations find it difficult to maintain high customer service standards and improve call center employee efficiency.

The **AI-Powered Call Center Intelligence Accelerator** automates call transcriptions for real-time and previously recorded calls with **Azure Cognitive Services** by using custom speech models, text analytics, and industry-specific natural language processing. Data insights on customer sentiment, topic analysis, and other valuable call attributes are served up in a user-friendly visual dashboard in **Power BI.**

Challenges

- **Manual data entry** during real-time conversation slows service delivery and creates errors.

- **Labor shortages and high turnover** add strain to call center operations.

- Varied and complex **customer data privacy laws** challenge compliance.

- **Untapped data from historic call records** is a wasted resource.

- **Legacy AI transcription technologies** are significantly less accurate than human transcription.

Organizations that increased use of AI with live call center agents experienced a [61%](#) increase in customer satisfaction.*

Benefits

Gain highly accurate call transcription with automation.

Increase efficiency by reducing average call duration, limiting re-routing, and eliminating customer repetition.

Create better customer experiences for greater customer satisfaction and retention.

Generate a wealth of customer insights to inform training and sales processes.

Ensure compliance and PII protection with leading security and flexible data warehousing.

*FinancesOnline: "10 New Call Center Trends & Predictions for 2022/2023–A Look into What's Next", January 2022

Automate customer call transcription and analytics for actionable insights

Custom Speech
Tailor your speech model to recognize specific terminology, accents, and filter background noise.

Real-time call intelligence
Speech-to-text transcription and text analytics in real-time.

Batch call ingestion and AI
High-volume audio file transcription and text analytics.

Visualization
View insights and analytics in Power BI.

Allstate transforms the customer experience with AI

Situation: Allstate discovered that its agents were not able to capture the rich details customers were sharing during their initial reporting of an accident. The company wanted to improve data capture and remove friction from the claim filing process.

Solution: The company leveraged Azure Cognitive Services to create a custom speech model that recognizes and transcribes calls, including important insurance vocabulary as text.

Impact: Allstate automatically ingests all information from a single customer call to initiate the claims process. The enhanced customer experience is creating greater customer satisfaction and brand affinity.

> With our transcription work, when a customer reports their accident initially, we're able to take that rich detail and figure out, without involving them, how to process their claim.
> – Olivia Mahler-Haug, Senior Product Owner, Claims, Innovation & Delivery, Allstate

Start generating faster, smarter AI-driven call center interactions

Kick-off	Proof of value	Proof of concept
Learn more about the **AI-Powered Call Center Intelligence Accelerator** and see a demo.	Optional accelerator code walk-through and prototype creation based on sample data for testing.	Proof of concept (POC) is built and deployed with support of the technical specialists and partners. MVP is scaled to deployment.

With demo data create a POV in 3-5 days.

With your customer data and a prep session, create your POC in 3-6 weeks.

Get started today
Contact your Microsoft specialist for a demo and to discuss prerequisites, next steps, and your questions.

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