

BANK OF BARODA HACKATHON 2022



Team Name :
Index out of bounds

Team Members:

- Arishi Gupta
- Prathamesh Chavan

Team Bio:

We are ambitious, able, adaptable, and enthusiastic CSE
undergraduates student...

From MIT-WPU



Powered By:
Technology
Partner:



PROBLEM **STATEMENT**

Call Center Analytics



Why did we choose this problem statement?

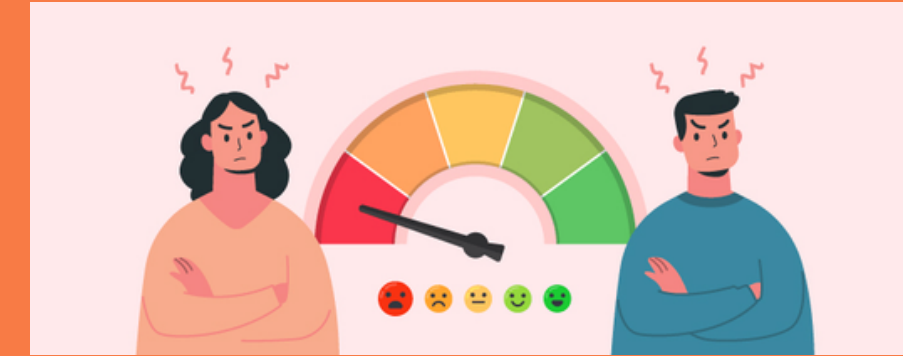
- To design a uniform system of customer service
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- To analyse conversation data & FAQs of customers and shift business models towards those needs
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- For using analysis to combine different approaches of providing services and finding the best approaches for customer satisfaction

USER SEGMENT & PAIN POINTS

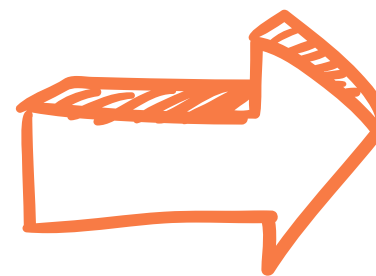
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- Income generated by Customers
- Demographics: age, geography, gender
- Behavior: Frequency of their usage and which products they adopt

EARLY ADOPTORS

- IT & Tech companies
- Banks
- Customer services of product based companies
- Small Businesses/Startups



- Poor management:
 - Speaking to a rude or unapologetic agent
 - Lack of agent engagement
 - Long average waiting time
- Inadequate call center agent training

BUT WHY?

This problem is faced in all the industries mentioned on big scale and our product will be one solution to all the problems faced, also it will be user-friendly hence the adoption will be easy.

COMPETITORS

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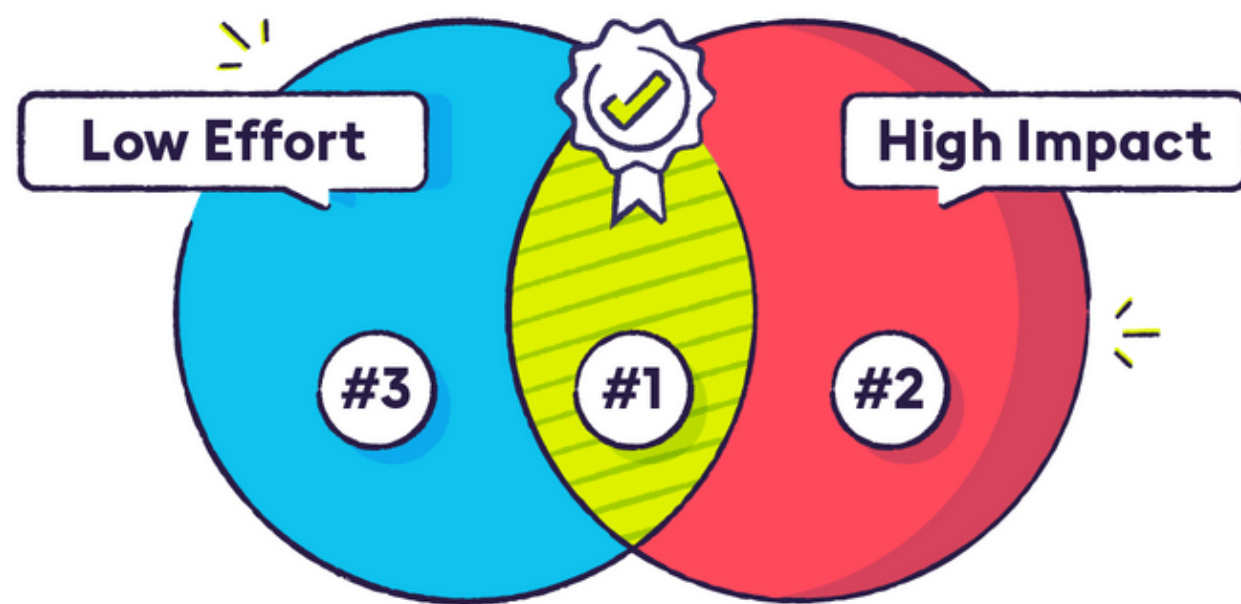
- Call Center Talk Dashboard
 - Unsuccessful inbound calls
 - Agents activity
 - Talk efficiency
 - Quality rate by date
- Call Center Team Dashboard
 - Average Response Time
 - First Call Resolution
 - Top Agents
 - Number of Issues
- Call Center Customer Satisfaction Dashboard
 - Customer Satisfaction
 - Net Promoter Score
 - Customer Effort Score
 - Customer Retention

- Customer Support KPI Dashboard
 - Service Level
 - Support Costs vs Revenue
 - Customer Satisfaction
- Daily Operational Zendesk Dashboard
 - First Response Time (FRT)
 - Average Resolution Time
- Zendesk KPI Dashboard
 - Customer Satisfaction
 - Problems by Types

WHY OUR DESIGN?

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Make Changes Based on Difficulty and Customer Priority



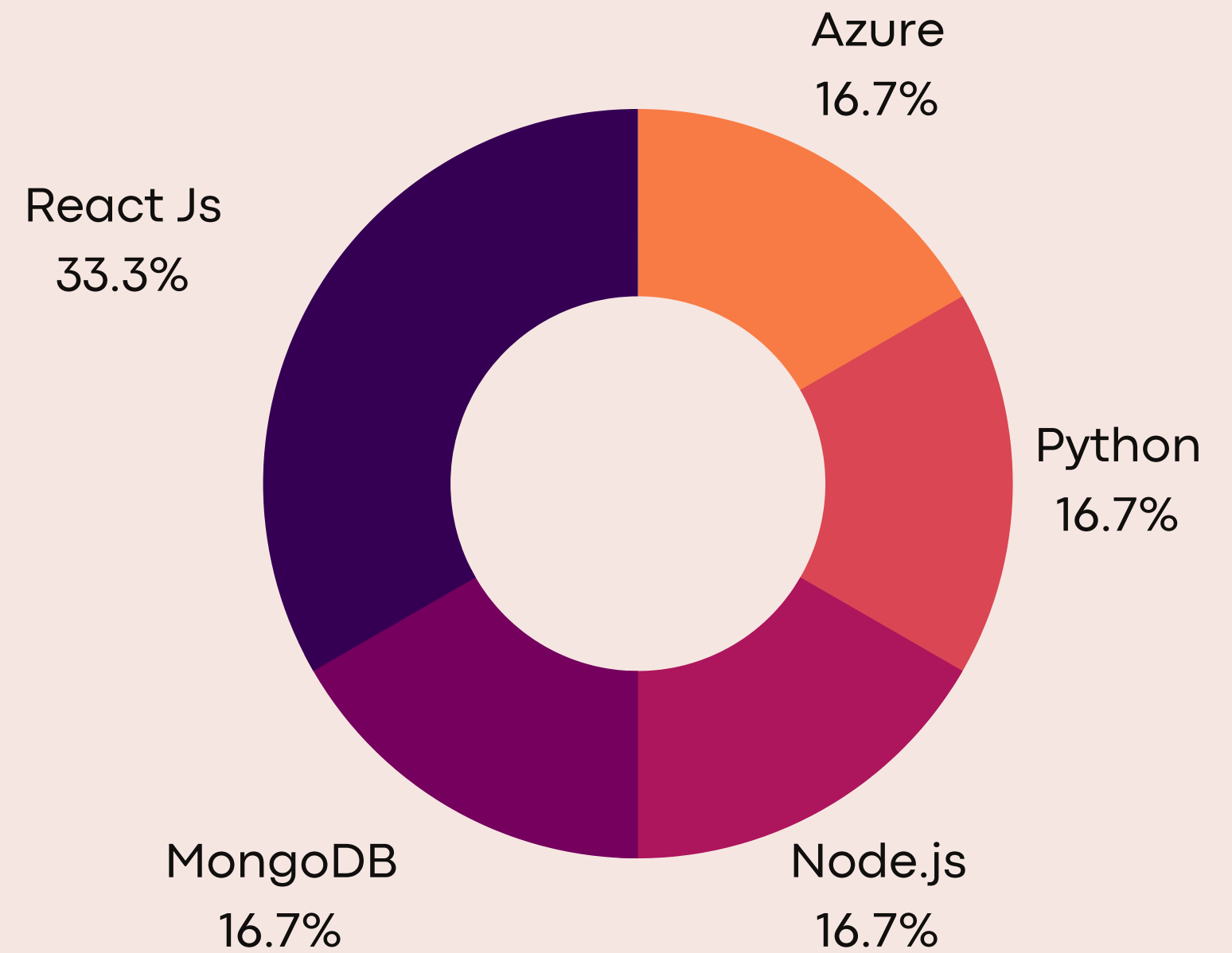
We've considered the questions "how is call center performance measured" and "how to build a call center dashboard." We've also looked at powerful real-world examples that demonstrate the level of detail contact center-based technology provides both on a short- and long-term basis.

And the message is clear: **by leveraging the right data and technology, you have absolutely everything to gain -** and so do your customers. It's a two-way street, and by investing in customer service, you will be rewarded with long-term success.

FEATURES OUR DESIGN PROVIDES:

- Convert speech recordings into text
- Sentiment analysis from the call center recordings
- Centralized dashboard for Bank to understand different KPIs for customer satisfaction
- Provide better analytics on the call center queries and questions

TECHNICAL STACK



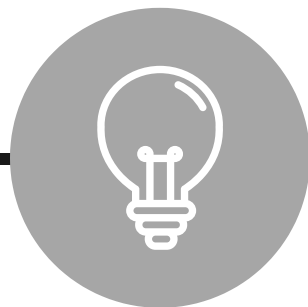
ROAD MAP

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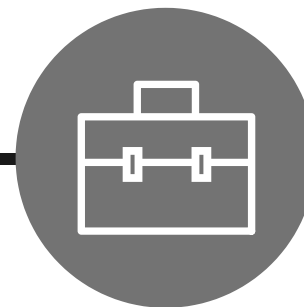
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Brainstorming, idea generation and selection according to the given problem statement



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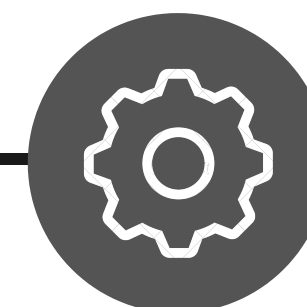
Finalizing the tech-stack



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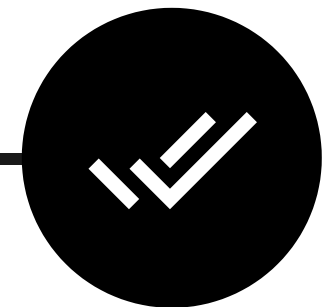
Dividing the problem statement into three different tasks:

- Database: Converting speech to text and storing data (Azure and MongoDB)
- Getting feedback for customer satisfaction analysis
- Gathering all the data and performing prediction and generating report corresponding to the same



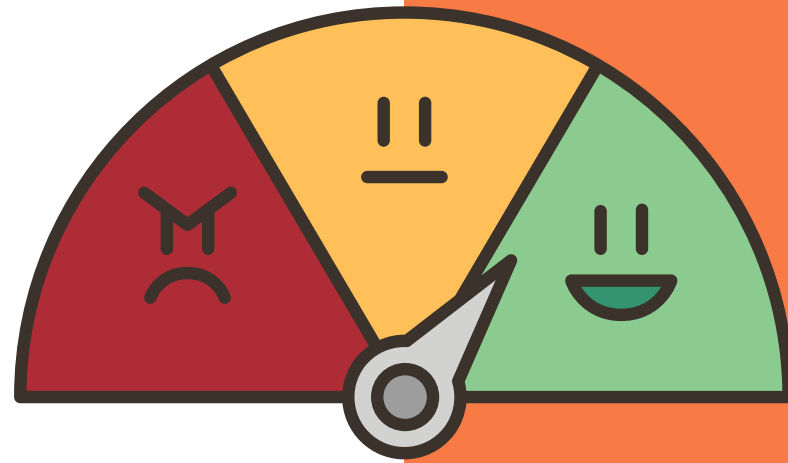
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Starting development step by step



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End of Development --> Desired Output



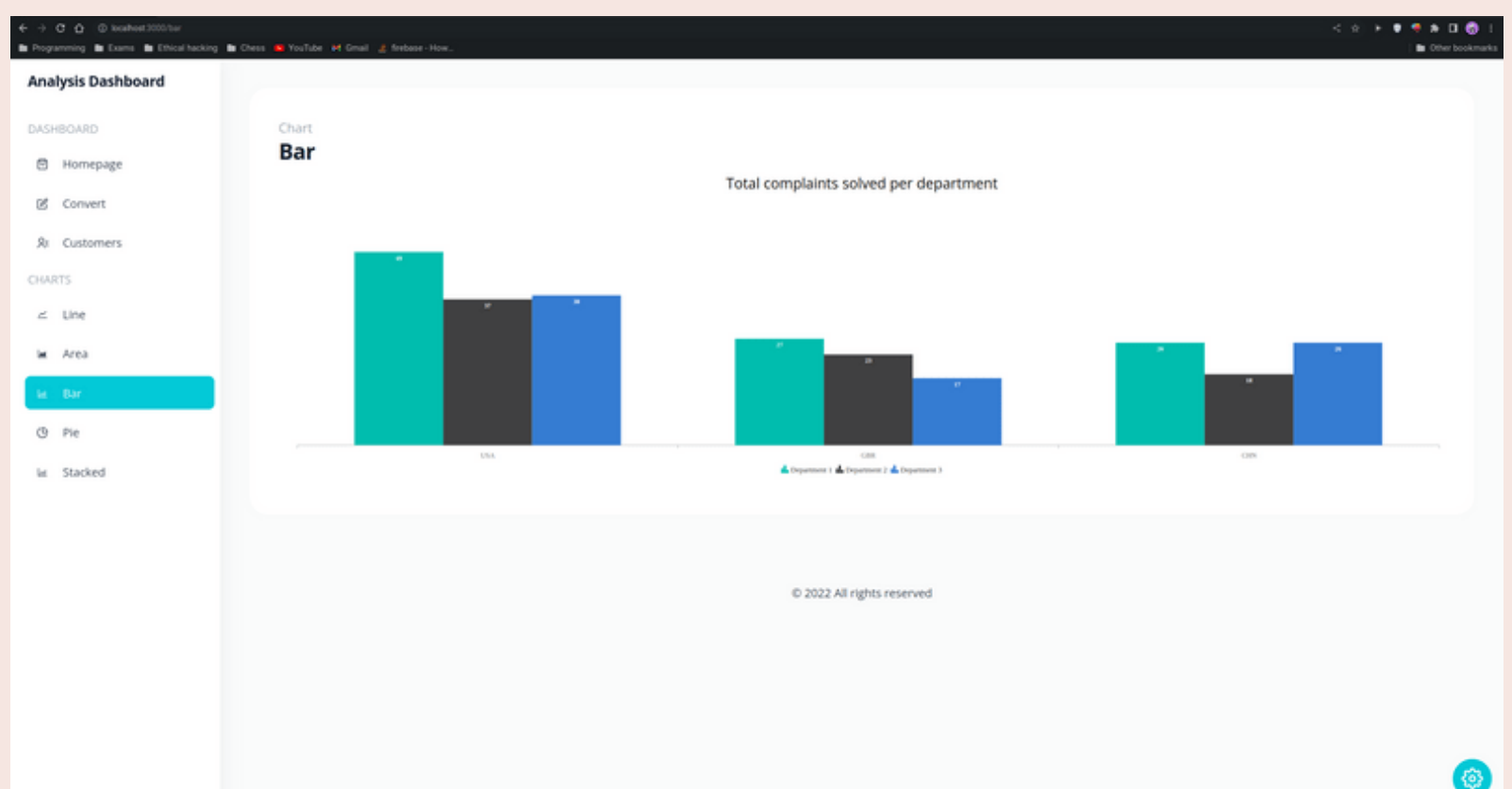
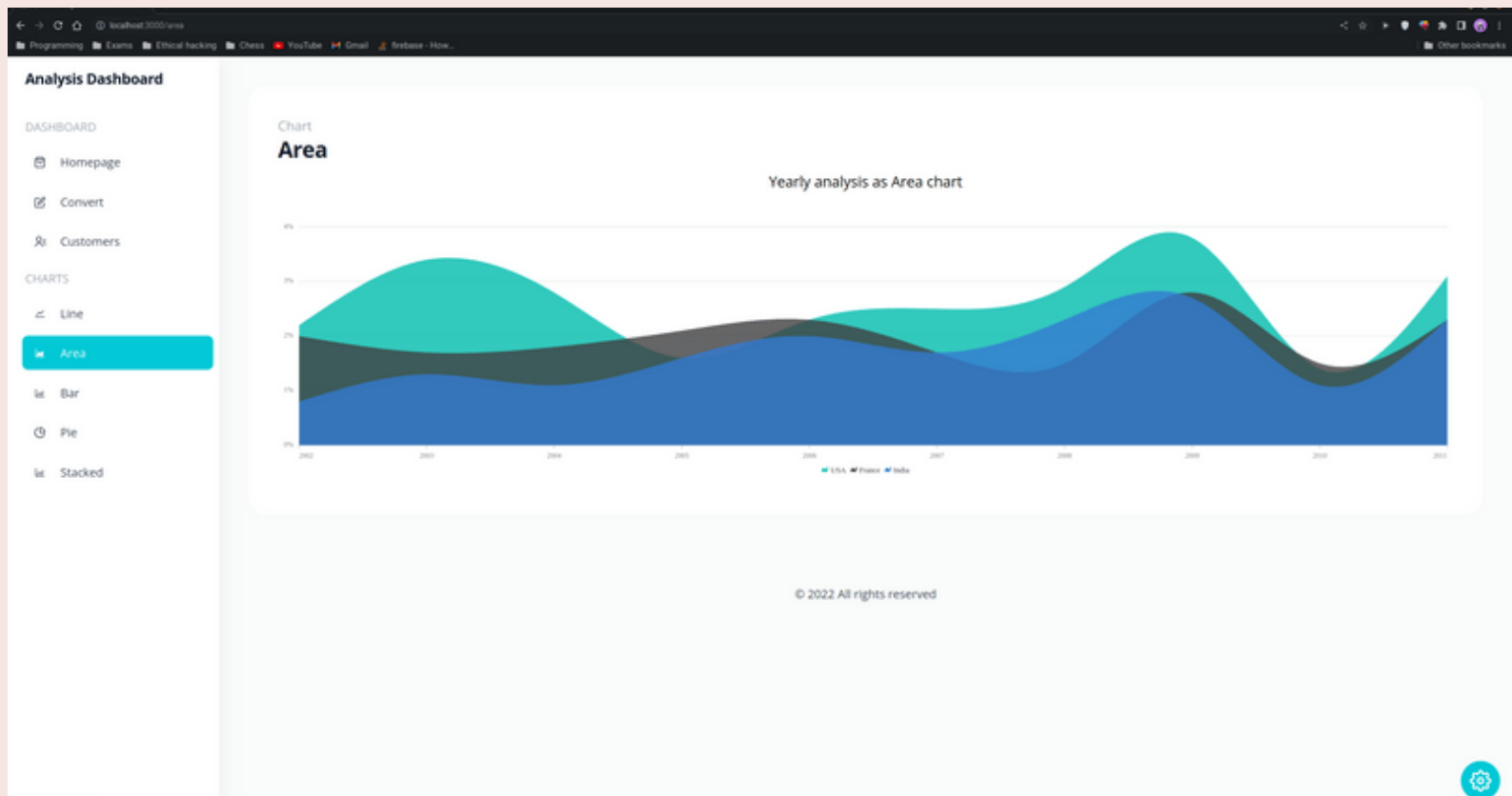
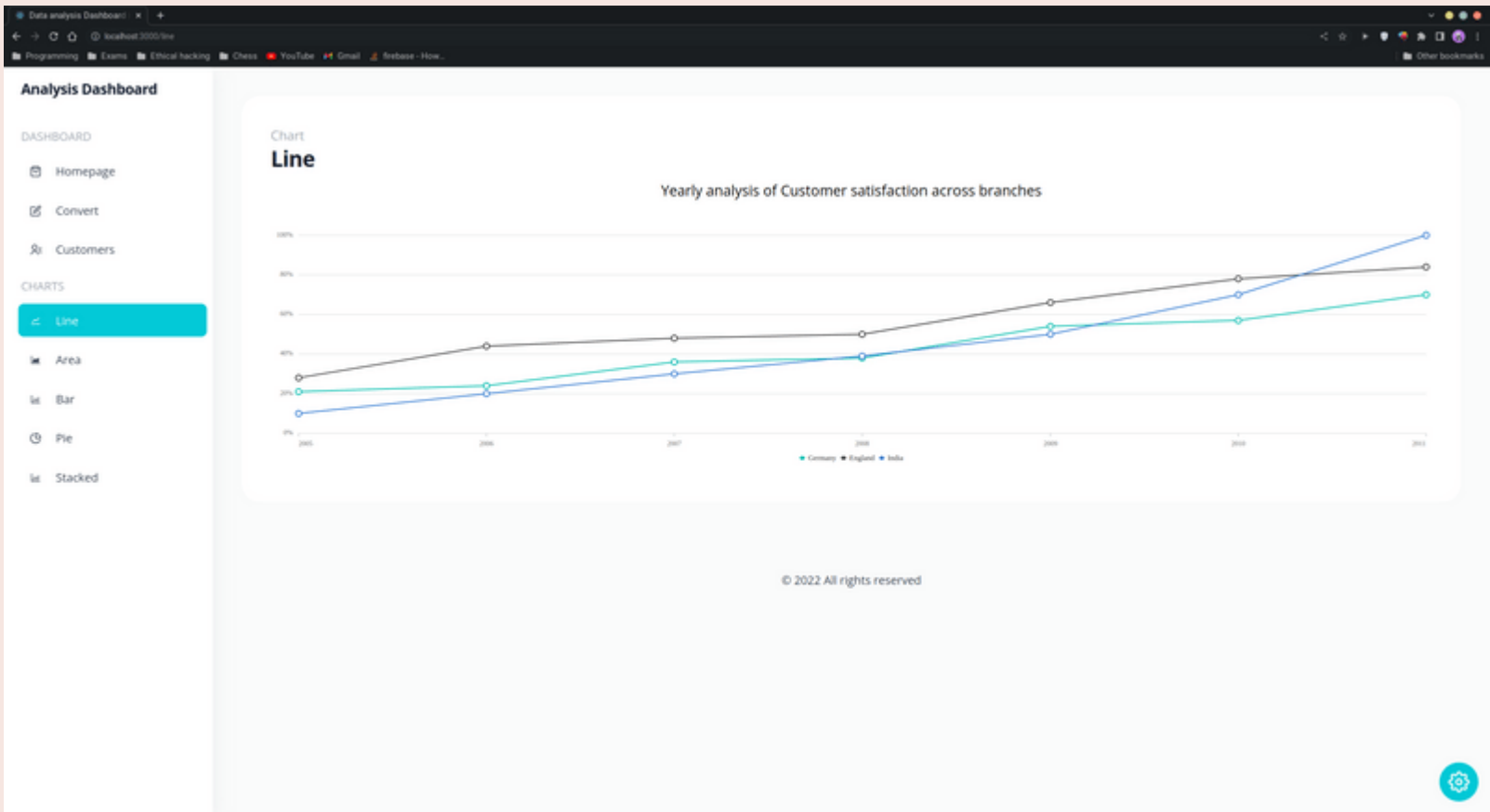
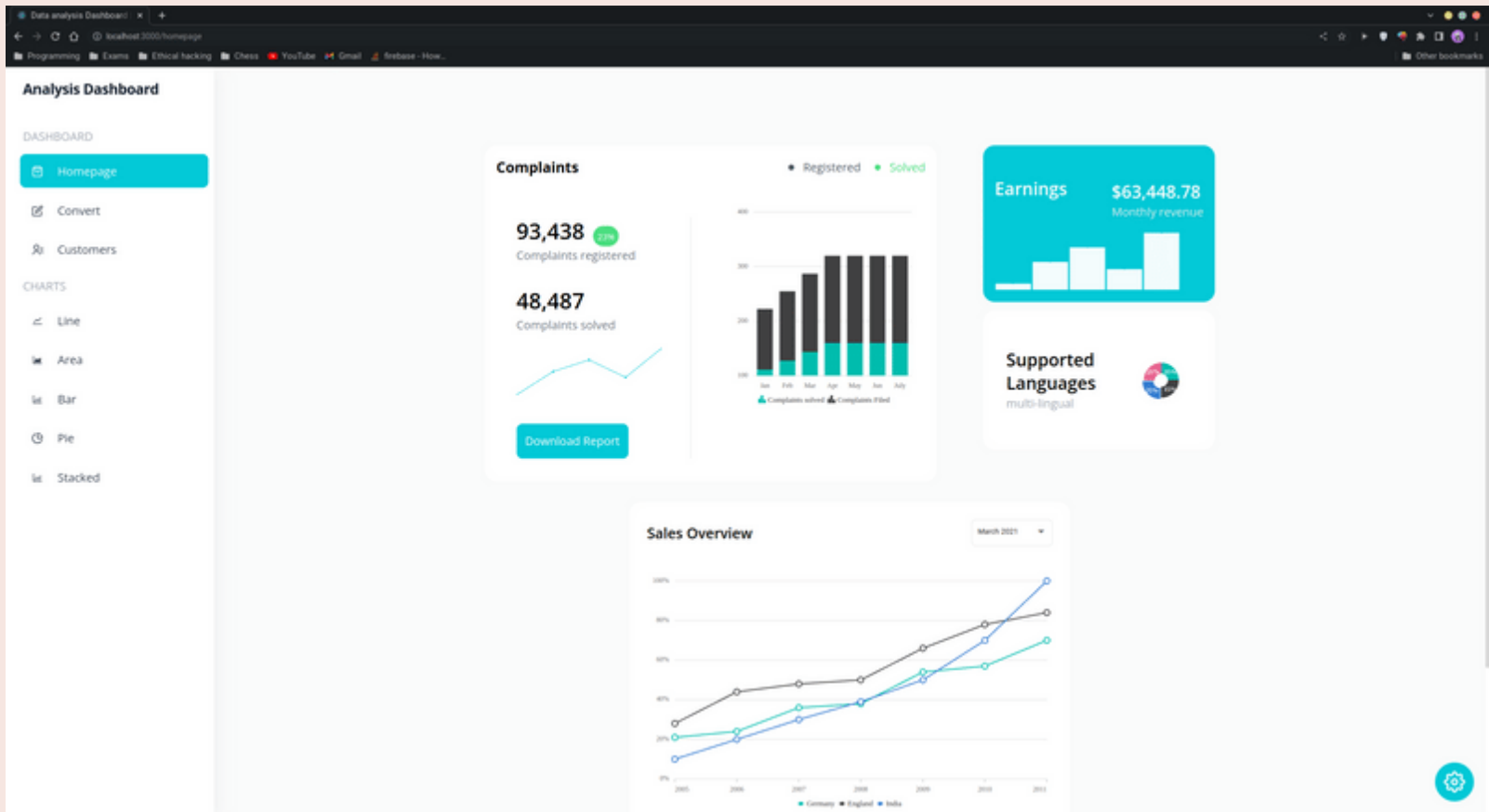
Competitors

- There is no such product which solves all the problems from converting speech to text, then further analyzing it and taking customer feedback and there after generating a cumulative report based on the data recieved, prediction and analysis

OUR PRODUCT

- Interactive virtual experiences
- One simple platform from start to finish
- Data analysis:
 - Complaints made vs complaints resolved
 - Customer satisfaction
 - Changes observed by improving policy
 - Average Response Time
 - Average Resolution Time

screenshots and diagrams





THANK
you

Team Members:

- Arishi Gupta
- Prathamesh Chavan

Link to our project

GIT HUB: https://github.com/Prathamesh-Chavan-232/call_center_analysis_bob_hack

Powered By:
Technology
Partner: