



CONFLUENTIA HACKATHON

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PROBLEM

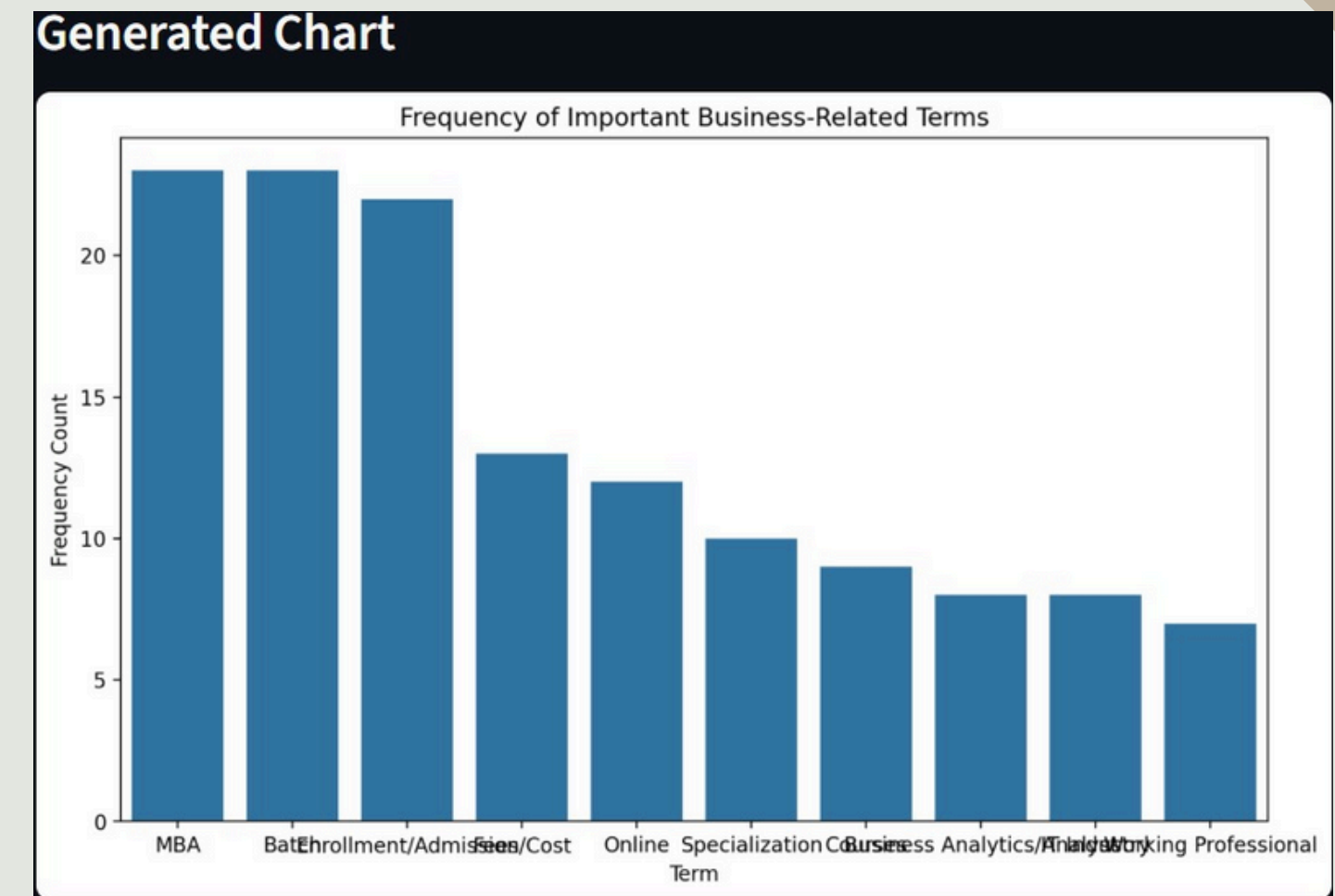
- Bussiness have loads of raw call data which is stored in raw,unstructured formats and the exisiting tools give only basic transcripts which are hard to interpret and act on
- Teams spend too much time manually analyzing calls and without clear charts or summaries,key trends and insights stay hidden leading to missed oppurtunities

INSIGHT

- Charts reveal trends like call volumes, talk ratios, sentiment shifts while the text summaries highlight key takeaways like customer pain points, objections and action items.
- Together, they turn the unstructured calls into clear, digestible insights and teams gain visibility into performance, customer needs and missed opportunities

SOLUTION

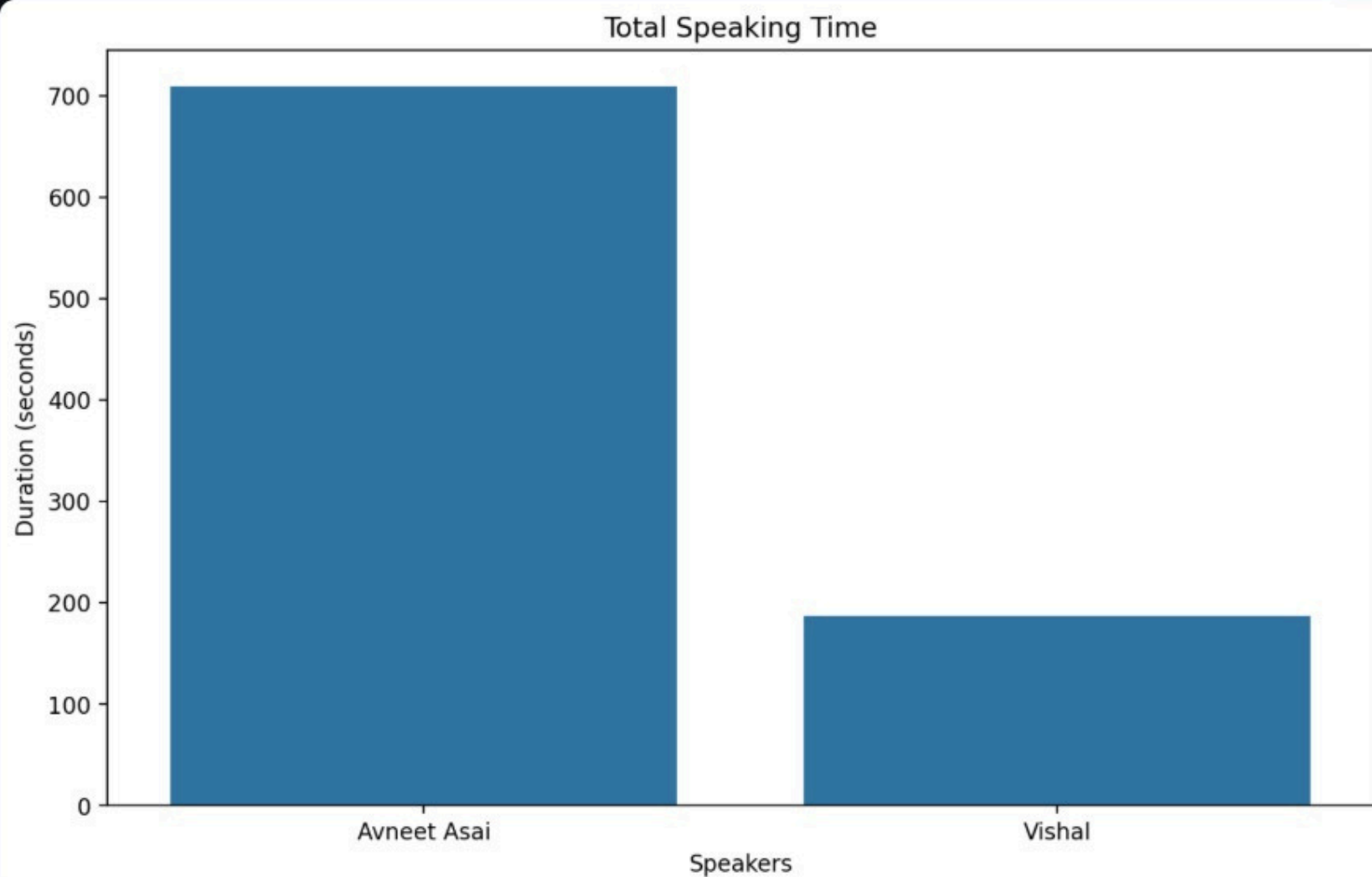
- An Ai-powered agent that transforms raw call data into clear, structured insights and generated interactive charts and text summaries in place of raw transcripts
- This helps teams quickly spot patterns, trends and performance gaps and also automates reporting and analysis, reducing manual effort



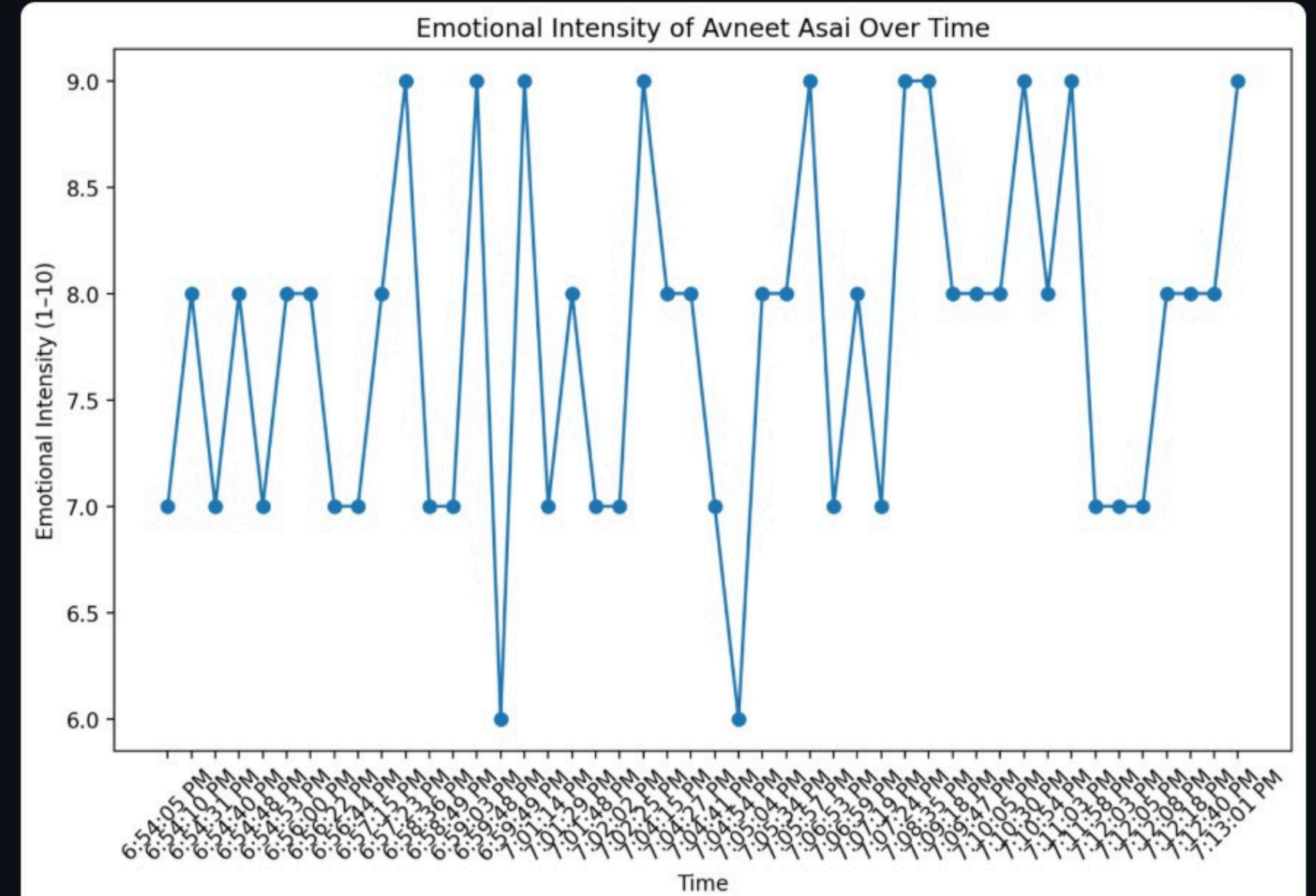
DEMO

Generate

Generated Chart



Generated Chart



NEXT STEPS

- Enhance the AI capabilities beyond charts/text into richer outputs and integrate with workflows by connecting to CRM, call tools or BI dashboards
- Validate insights with real sales and support teams and to increase the scalability, optimize this for larger datasets and faster processing



Thank You

For your attention