## Al Voice & Customer Service Analytics Tool

This use case is attributable to a contact center business operation with the intent to generate solutions that can demonstrate 3 capabilities such as

- 1. Voice Analytics capability providing Speech-to-Text (STT) transcript.
- 2. An LLM voice Analytics AI model that can perform analysis of the calls for generating customer service insights
- 3. With a final capability of generating summarized insights to the Senior Management