sayint

Smart insights from Conversations

Actionable, Conversational Insights For Banking & Finance

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Background

While Banks are trying to leverage everything they have at their disposal to reduce customer churn, regulatory bodies are aggressively pushing for demanding compliance norms. Conversational Analytics or Speech Analytics refers to a platform to acquire, transcribe and analyse 100% of all customer conversations across channels including phone, email, chat and social. These insights help satisfy contact center efficiency benchmarks, agent performance and regulatory standards simultaneously, thereby increasing revenues. The Banking and Financial Services industry includes Banks, Lenders, Mortgage Services, Collection Agencies, Brokerages, Insurance and other financial services.

Opportunity

These institutions have 3 major challenges:

1) Customer Churn because of dissatisfaction which directly impacts bottom-line
2) Rising complaints, investigations and penalties from different regulatory bodies
3) Losses due to agent attrition, productivity and training challenges.

Learning from customer conversations is the best action that any financial services institution can take to address these problems. Conversational Analytics is the most powerful platform for achieving these goals.

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"With Sayint, we understand our customers better and we have been able to relay this information to our marketing teams which has helped us significantly in better targeting translating to improved revenues."

- Vice President, Customer Success

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Solution

Automated QA and Root Cause Analysis of 100% of all customer conversations will help banks and other financial services agencies produce significant cost savings. While this helps in reducing average call handling time and improves productivity, it also has a direct correlation with customer satisfaction levels. Analyzing conversations also helps understand knowledge or training gaps in each agent which helps the organization tailor training programs and improve First Call Resolution.

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"We did less than 3% audit earlier but with Sayint, we've achieved 100% audit. We have also saved tremendous amount of time using the search functionality on Sayint's dashboard to identify keywords, sentiments, topics and contexts directly from conversations."

- Compliance Manager

Banks are consistently sharing success reports on how improving agent performance and onboarding time has significantly reduced churn. Speech Analytics helps identify exact gaps in training and makes training programs more focused.

20% increase

in number of hours of productivity

9% reduction

in hang-up rate

11% reduction

in call silence time

30% reduction

in training time

6% increase

in revenues

30% increase

in customer satisfaction score

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Smart insights from Conversations

An AI based conversation analytics solution, helps you uncover valuable insights to improve agent performance. We can analyse both real-time & historical communications.

To learn more, visit: www.sayint.ai
or Email us at: contact@sayint.ai