Tech
Mahindra

sayint ™

A Tech Mahindra Product

Smart Insights From Conversations

Connected World
Connected Experiences

ABOUT SAYINT:

Sayint is Tech Mahindra's speech analytics platform using cutting-edge AI, ML and NLP to uncover meaningful insights from customer conversations. These insights are used by organizations to develop, automate or improve key business functions/ decisions. Sayint improves processes to capture missed product upsell opportunities, lower post-sale issues, increase customer satisfaction, and ensure adherence to compliance. The platform leverages speech analytics for organizations to automatically audit calls and provide valuable insights into operations.

OUR MISSION:

Sayint empowers companies to make sense out of the enormous repositories of customer interaction data across various channels so organizations can make the right decisions resulting in better experience for their customers.

INDUSTRIES SERVED:

BFSI

70% improvement in audit & compliance monitoring capabilities. 30% more efficiency through custom email bot

Media

*32% improvement in customer retention score
81% reduction in manual call auditing effort
35% increase in sales conversion rate*

Telecom

4 second reduction in average handle time across 30,000 calls. $125,000 increase in savings

Travel

*15% higher call center conversion
26% improvement in CSAT*

Human Resources

$600,000 annual savings on support cost. Average turnaround time reduced from 2 hours to 12 min
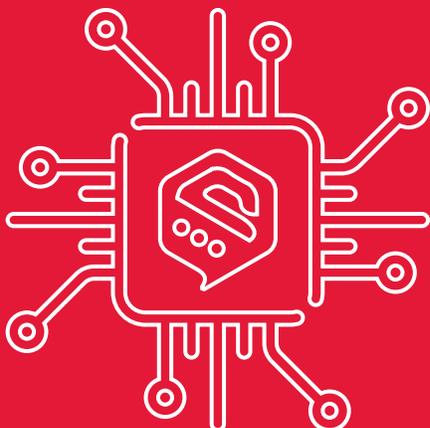
SAYINT CAAS (Compliance as a Service)

CaaS ensures compliance with industry regulations and standards for even the pickiest auditors.

- *Call Center data collection & storage*
- *Evaluation of agent business process adherence*
- *PII and PCI information masking and redaction from stored audio calls & transcript*
- *Identification of vulnerable customers on calls and flagging of issues*

BENEFITS:

Automated Speech Recognition (ASR)
Improve your speech model for multiple languages and accents

Named Entity Recognition
Use our customizable NER service to train your ML models to extract and pre-process data.

PII Redaction
Identify all elements within data that you'd like to redact before exporting or storing them.

Payment Card Industry (PCI) Compliance
Automatically remove customer billing information from call recordings and call transcripts.

**Sentiment Analysis & Intent Analysis**
Accurately measure overall opinion, feeling, or intent expressed in a block of text or speech

PERFORMANCE & QUALITY
Plug-and-play production deployments; less-resource, high-fidelity models; high throughput of labeled data; strong security and compliance features

VOC & MARKETING

Identify Key Customer Issues
Analyze key terms and drivers associated with customer dissatisfaction and feedback.

Classify Customer Groups
Segment customers into groups to gauge requirements based on data collected.

Competitive Analysis
Identify when and how frequently customers mention alternative products and services.

Rapport & Sales Experience
Capture call sentiment allowing agents to provide empathy and personalization.

Campaign Effectiveness
Evaluate marketing campaigns by analyzing customers verbatim to correlate with actual outcomes.

IMPROVEMENT & PROCESS CHANGE
Identify call trends/patterns in real-time for operations planning, forecasting and business intelligence.
Easily track key call behaviors improving on-call resolution.

DASHBOARDS:

Analytics Dashboard
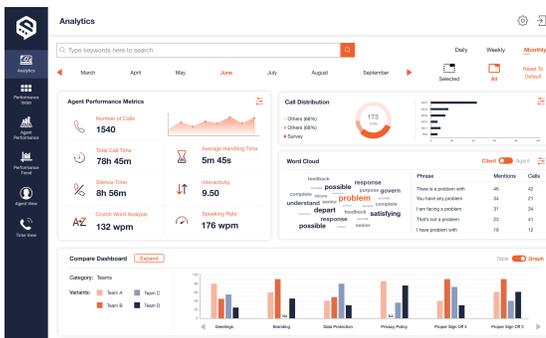
Variants
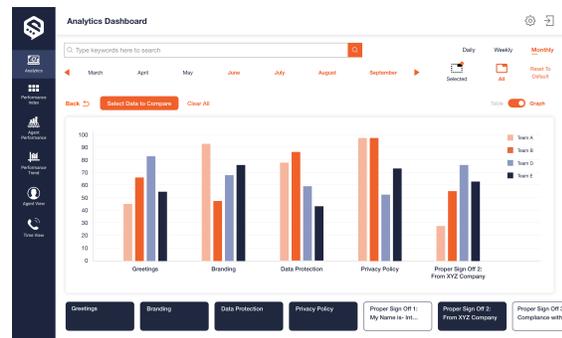
Agent Call View
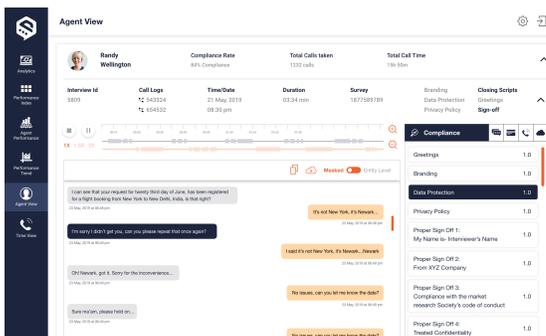
Performance Trend

Tech Mahindra

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