

# Detect Voice

*Transform your 'Business As Usual' call center operations and strengthen your business continuity plan.*

## Situation

- To comply with global safety regulations, a customer was required to monitor Human-Bot call interactions to identify potential safety risk.
- Customer identified likelihood of off-label use and needed a mechanism to report onwards to safety.
- They knew that a blizzard of calls was likely due to insurance policy renewals but could not predict or resource for that eventuality.
- Manual review of calls was not a consideration and customer sought a cost-effective technology solution to remain compliant.

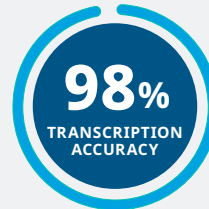
## Solution

- Detect Voice was quickly implemented to automate the review of audio files.
- Key features included voice-to-text transcription, IQVIA's unique set of safety ontologies (NLP), bulk processing, entity extraction, confidence scoring and a safety-centric workflow.
- Detect ingested the AV files and provided an output to human reviewers to validate for relevance to safety workflow.

## Results

- **94% efficiency gain**, zero missed events.
- **60,000 calls/year (equating to 1,817 days of audio)** managed with 1.3 FTE allocated daily (vs. a team of 22 FTE required without Detect Technology).
- **Volume surge of 2,095 with 1-day deadline** was processed with 9 FTE (vs. 204 FTE required without Detect Technology).

Source: Anonymized client\_VTT\_Statistics



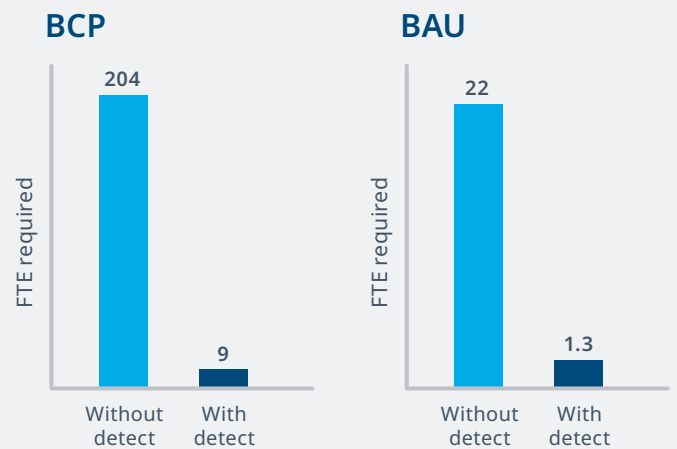
**>30 million**  
Transcribed words



**>60,000**  
Calls

## Transformation

- Use technology exclusively for **Quality Control**.
- Support your agents with highlighted transcripts for review, precisely **pinpointing potential safety risks**.
- **Minimize noise** and time wastage for your agents.
- Scale and flex **without adding to headcount and without compromising compliance**.



### VOLUME SURGE

2,095 call bolus received with 1-day turnaround (SLA)

### DAY-TO-DAY

60,000 calls/year managed with 1.3 FTE

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