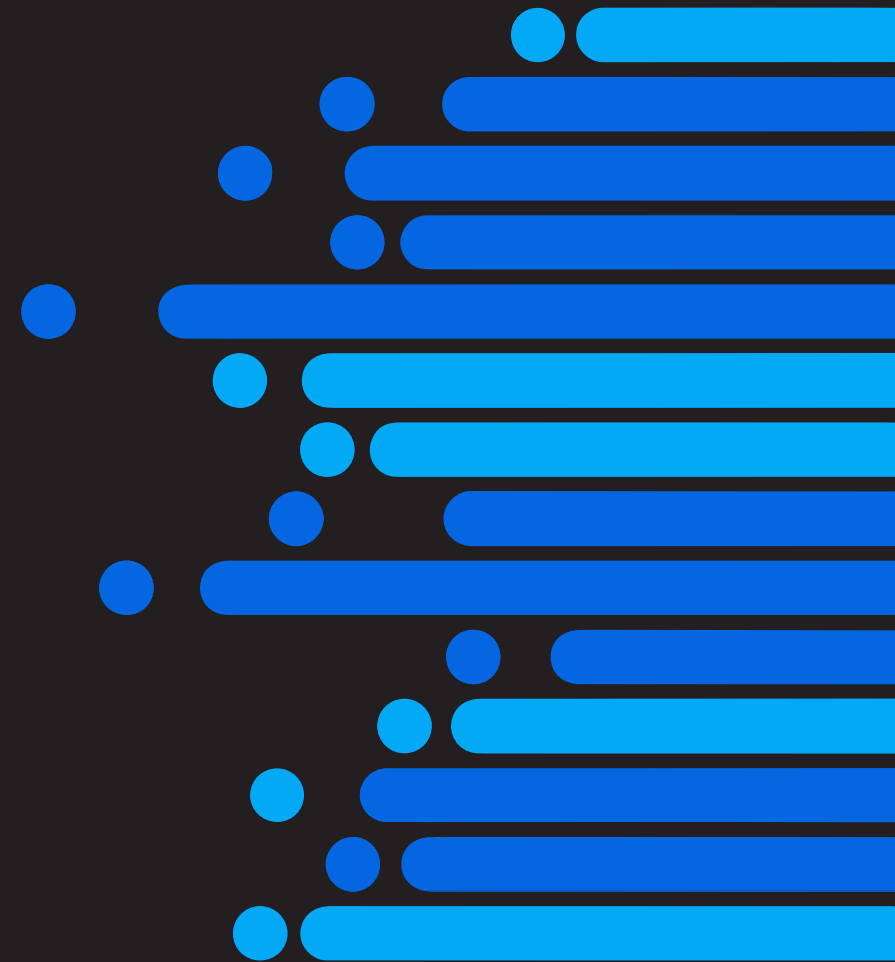


Real-Time Transcription: The key to Agent Efficiency with Generative AI



Why Agent Efficiency with Generative AI begins with Real-Time Transcription...

The transcription challenge

Transcription may not grab headlines, but it's a crucial – and often costly – component of contact center technology that frequently fails to deliver a return on investment. **Most companies only transcribe 10-20%** of their calls due to high costs, resulting in business decisions being made without data from over 80% of customer interactions.

AI-Powered Transcription at Scale

Leveraging AI now makes it feasible to **transcribe every word of every customer interaction in real-time**. These transcriptions can be analyzed to empower agents and boost efficiency during live conversations. Highly accurate transcription enabled by AI can discern intent and automatically categorize each customer's reason for contacting your company. This provides a deep, evolving understanding of precisely what customers are calling about over time.

Unlocking New Frontiers

By harnessing the power of real-time, AI-driven transcription, companies can unlock agent efficiency gains and data-driven insights that were previously unattainable. Transcription is the foundational first step towards realizing the full potential of GenAI in the contact center.



Who Is Avaamo?

An AI pioneer

Avaamo is a pioneer in natural language interfaces and AI-native software for contact centers. As a Gartner™ Leader in Conversational AI platforms, we have been building AI solutions for several years.

We help customer service leaders unlock their full potential by promoting contact center automation, while assisting you in delivering a great customer experience.

Our customers are usually large enterprises that care deeply about leveraging AI to transform customer experience (CX) by delivering unprecedented cost savings and maximizing customer delight.

What do we offer?

We offer a full suite of AI-native solutions designed specifically for the needs and nuances of the CX industry.

Why real-time transcription is the foundation

Powering AI Innovation through Ultra-Low Latency Transcription

Once Avaamo's Real-Time Transcription technology is deployed with a latency of **less than <300 milliseconds**, it becomes the driving force behind all your generative AI contact center services.

Its combination of low latency and high accuracy makes it a single, comprehensive solution – preparing your contact center to fully leverage both current and forthcoming generative AI innovations.

Low-accuracy, high-latency transcription is weighing down your contact center

What's the value of high accuracy, low latency transcription in your contact center?

Limitations of Legacy Transcription

Legacy transcription solutions suffer from low accuracy rates. Moreover, implementing these solutions is a significant undertaking, necessitating engineering teams to create middleware and adapters for telephony system integration.

The Critical Words Missed

The words that are missed are often the ones that matter most. They're the words that are specific to the business and are critical to unlocking value.

My name is John calling from **Kumaco**,
I need to get a refund on **316 Stainless**
Valve, my PO number is **A10768**

Examples of Mission-Critical Words

Words that are specific to the business and are critical to unlocking value could include:

- Company names
- Product and promotion names
- People's names, emails, and addresses
- Long alphanumeric strings like serial numbers and account numbers
- Dates expressed in multiple combinations
- Tailored Accuracy with Avaamo

Tailored Accuracy with Avaamo

When you work with us, you'll get a custom Automatic Speech Recognition (ASR) model trained on your data to transcribe conversations in real-time, and improve with every call. Our GenAI-driven platform delivers immediate value.

Real-time language translation that's multilingual.

Multilingual Support: A Perennial Contact Center Challenge

One of the biggest challenges in contact center operations that serve multiple global markets is providing customer support in multiple languages. The rise of multilingual call centers and outsourcing have been time-tested solutions to address this need.

AI-Powered Language Translation

Advances in AI technology now make multilingual support even easier and more cost-effective. Avaamo's transcription technology enables customers to bridge language gaps by providing multilingual translation pairs.

Real-Time Translation in Action

English-speaking agents can now handle conversations with Spanish-speaking customers. Avaamo translates the conversations in real-time, allowing the agent to respond in English while the customer receives the interaction in their native language. This capability allows tremendous flexibility in resourcing agent capacity.

Now your agents can communicate with your customers in their preferred language, regardless of the agent's language skills.

How does Agent Assist focus on real-time transcription?

The Transcription Foundation

We believe that transcription is the foundation of your present and future AI endeavors. For this reason, we provide the best and most accurate transcription solution on the market.

Customizable Transcription

Our platform allows you to customize not only the length and format of transcriptions but also specify key topics or entities that you want to capture. These could include mentions of competitors, new products, services, initiatives, successful or unsuccessful sales attempts, and more.

Multilingual Flexibility

You have the ability to create different multilanguage pair configurations for different groups of agents, whether segmented by country, demographics served, or other criteria.

Unified AI-Powered Assistance

If you also use Avaamo's Generative AI-powered Knowledge Assist, you'll be leveraging its instant, accurate, and knowledgeable agent recommendations and capabilities in a seamless, integrated experience.

Why Buy? What to look for?

The Transformative Opportunity

Envision capturing 100% of every single customer interaction, whether voice or digital. Imagine having objective insights into the drivers behind your contact center metrics. Imagine being able to achieve this in real-time – a capability that has never been possible before. Now is the ideal time to find the right solution to unlock this transformative potential.

Key Criteria for the Ideal Solution

- A modern Agent Assist solution that includes AI-based real-time transcription capabilities.
- A native Generative AI solution like Avaamo Agent Assist, which can accurately and automatically transcribe all conversations at scale. It should structure data in usable, insight-rich ways while seamlessly linking transcription capabilities to all agent interactions and actions.
- Look for a solution that empowers you to extract comprehensive, real-time intelligence from 100% of customer

conversations across all channels and touchpoints.

By leveraging cutting-edge transcription and natural language technologies, you can gain an unprecedented understanding of customer needs, behaviors, and expectations – paving the way for enhanced operational efficiency, optimized processes, and unparalleled customer experiences.





Why we are the right partner...

Unparalleled Partnership

We strive to be the best technology partner you have ever had. As the first end-to-end generative AI solution on the market, we invested thousands of hours talking to our contact center customers, meticulously decoding current pain points before painstakingly building our solution.

Proven AI Expertise

Avaamo is not new to the AI or CX space. We have been building AI-native products for contact centers since 2014. We invest heavily in our products and workforce to bring our customers the best solutions on the market, backed by subject matter experts who ensure maximum benefit realization.

White-Glove Service and Consultation

We offer white-glove service, providing insights into contact center best practices across industries. Our consultative nature drives transformative results. Avaamo is laser-focused on delivering tangible business outcomes, ensuring data usability, and helping you realize your desired customer experience vision.

Take the Next Step

If you are interested in leveraging generative AI for your contact center, please click below to schedule a consultation with our experts.



The most advanced scalable solution in the market optimizing every aspect of agent workloads with generative AI.

About Avaamo

Avaamo is a multimodal generative AI platform that allows global enterprises to automate and deliver exceptional self-service experiences to customers, employees, and partners. Already used by the world largest and most innovative companies including Volkswagen, Intel, Ericsson, Siemens, PepsiCo, HSBC, John Hopkins, the company automated 2 billion interactions in 114 languages.

Visit us: avaamo.ai

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