SPITCH

driven by voice

SOLUTION OVERVIEW
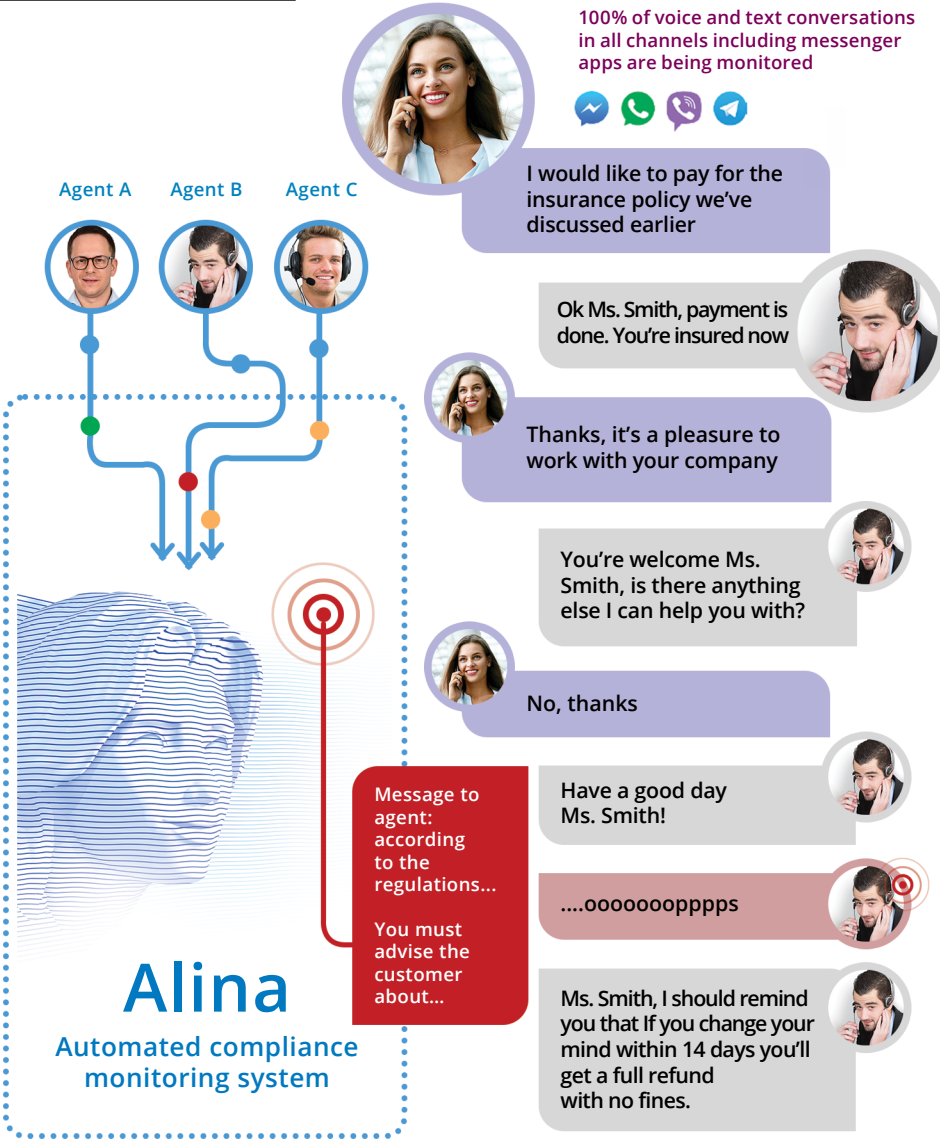
Automated compliance monitoring solution

Fast and Easy | Value from Day 1 | Affordable Subscription (SaaS)

REGTECH 100

Recognition by market leaders[1]

Spitch is recognized as one of the world's most innovative providers of technology solutions to address regulatory issues.

100% of voice and text conversations in all channels including messenger apps are being monitored

Agent A   Agent B   Agent C

I would like to pay for the insurance policy we've discussed earlier

Ok Ms. Smith, payment is done. You're insured now

Thanks, it's a pleasure to work with your company

You're welcome Ms. Smith, is there anything else I can help you with?

No, thanks

Message to agent: according to the regulations...

You must advise the customer about...

Have a good day Ms. Smith!

....ooooooopppps

Ms. Smith, I should remind you that If you change your mind within 14 days you'll get a full refund with no fines.

Alina

Automated compliance monitoring system

Compliance team

Problem:

Regulatory frameworks prescribe that every sales call must be recorded and audited. Both in-house contact centres and major BPOs had to perform the audit manually at high cost and risk of human error that might lead to large fines by regulators.

Solution:

An easy-to-use dashboard helps compliance officers review only those parts of conversations that were highlighted by the compliance monitoring system as potentially problematic. The system also makes automatic prompts on standard issues.

Easy support and rapid implementation
No need for any specialised skills for the internal IT team. Easy telephony integration.

Cost-saving and effectiveness
Automated monitoring delivers massive reduction in staffing and training costs.

Better staff experience
The solution helps handle the routine operations freeing up staff time and creative potential.

Further development potential:

- Fully automated compliance monitoring based on AI-powered speech analytics in real time.
- Statistical analysis of human interactions for scripts improvement, and more.
- Personification of services.
- Localisation of problem areas and identifying potential opportunities for sales.

ABRAMO

Maurizio Macaluso
Sales & Business Development Director Abramo Customer Care SpA

100% of our client calls are automatically audited with the highest accuracy

Fast time to market:

- Spitch solution is 'Ready to Go' with the relevant industry-specific vocabularies in place.
- Spitch has pre-trained language models and high-level easy-to-use tools for fine-tuning and customisation.

Benefits:

- Monitoring 100% of calls fully automatically 24/7/365.
- Checking script adherence for each call.
- Referring calls for further analysis by supervisors, security and compliance personnel.
- Highlighting problematic issues both in real time and retrospectively.
- Deploying real-time speech analytics to make script prompts on standard issues during the conversation.
- Saving costs and time while increasing the accuracy of problem recognition.

Gartner COOL VENDOR 2019

Spitch named a "Cool Vendor" by Gartner

Spitch has been named a "Cool Vendor" by Gartner in the "Cool Vendors in Speech and Natural Language" report[2], as one of only three innovative companies that provide custom-made, highly performant speech and natural language systems that move beyond what standard API and cloud offerings provide.

Kreuzstrasse 54,
8008, Zurich, Switzerland
+ 41 44 542 82 66

www.spitch.ch
info@spitch.ch

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