




BRAIN | Automatic Call Summary

Save time, automate and summarise conversations, then inject them into your CRM system.

Automatic Call Summary condenses large quantities of spoken words, phrases and complete sentences into short text summaries. It reduces workload, automates manual tasks, saves time and money. You can also automatically add conversational summaries into your CRM, ERP or chosen system of record while ensuring the consistency and accuracy of agent notes and post-call wrap up.



Maintain meaning and context

By using the latest automation and NLP techniques to deliver a combination of extractive and abstractive summarisation, we can take a transcription of a call and automatically summarise it down to a bitesize piece of text, while maintaining meaning and context.

Capture and act upon the essence and context of the whole conversation

In contact centres, the goals are to evaluate the expertise and customer experience provided by agents, as well as to understand the content of the call in terms of topics, callers' concerns, sentiment and emotions. Contexta360's Automatic Call Summary contains a range of indicators that are useful for monitoring call quality, while making the information easily accessible and more actionable.

Drive efficiency through automation

Automatic Call Summary can save agents time by automating post-call wrap up. On average, contact centre agents spend about six minutes on post-call wrap up. This affects other key metrics such as average handling time and average wait time.

Summarise key conversation points

- Automatically capture an entire conversation with all of the facts and create a bitesize summary.
- Detect questions and topics.
- Agents can spend more time concentrating on more engaging tasks.
- The notes that are transcribed and summarised are representative of the conversation.
- Errors are reduced and accuracy is increased.
- The conversation can be linked back to analytics.
- The record can be used in post-conversation workflow.
- Automation reduces the manual effort.

MATRIX

Toolkit for data scientists and analysts.



HELLO

Automatic speaker verification and caller identity management.



BRAIN

NLP driven auto topic detection, summarisation, trend spotting and surveys.



CORE

Powerful out-of-the-box, pre-templated analytics and conversational intelligence.



BOOST

Advanced query building and analytics.



LINK

Intelligent data connectivity and integration to third-party systems of record.



LOGIC

Post-call workflow, actions and notifications.