

# ARTIFICIAL INTELLIGENCE: CRAFTED AN NLP MODEL FOR A SEAMLESS USER EXPERIENCE

## CLIENT:

The client is an established B2B service provider platform.

## CHALLENGE:

As communication happens over multiple channels (e-mail, chat, audio, video), the challenge was to enhance the conversational experience between the user and service provider.

## SOLUTION:

We integrated and processed the data from different channels and used AI capabilities to enhance the conversational experience between the user and service provider.

Conversation summary: Summarize the audio & video recordings

Conversation experience: Analyze the sentiment of overall conversation

Flagging out-of-ordinary conversations: Detect sensitive conversations as per business context

