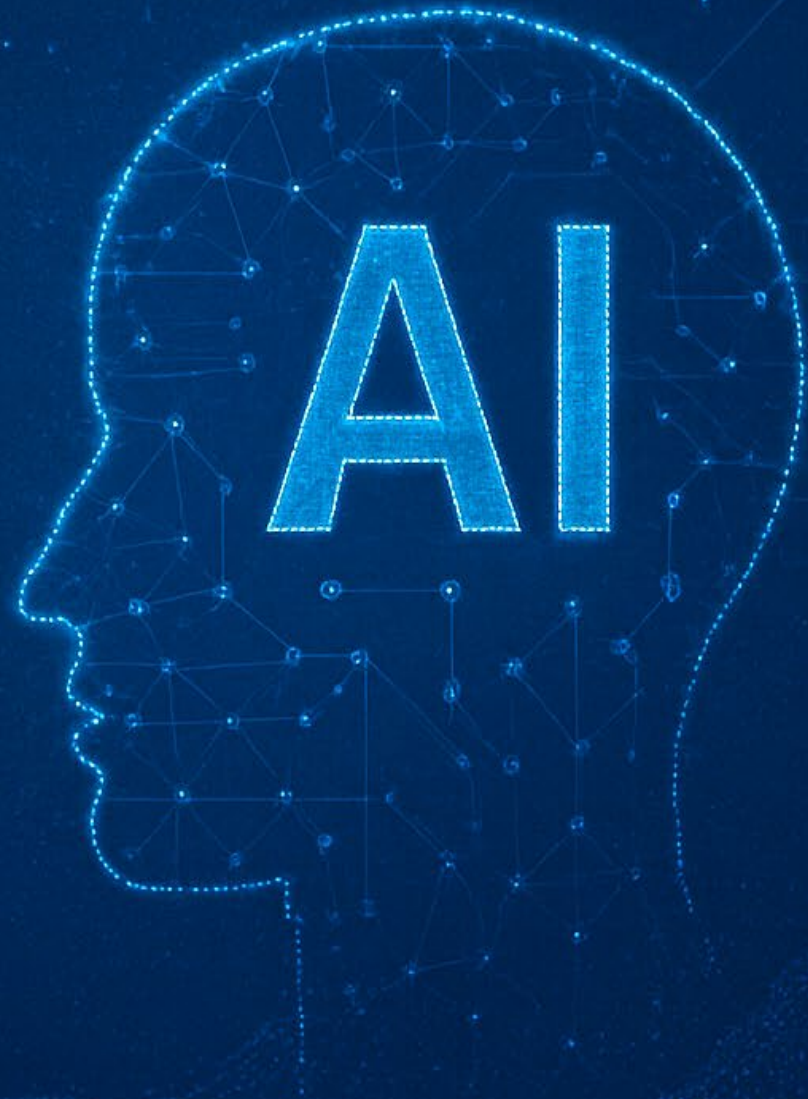


# AI IN ACTION

Redefining the  
Call Center  
Experience



# Quality Assurance (QA)

# Choice: Outsource vs. In-House

- **Outsource**

- Generic / Out of the Box Solution
- Faster initial setup
- Feature Limitations
- Cost

# Choice: Outsource vs. In-House

- **In-House**

- Less limitations
- More Flexible
- Counting the cost

# Counting the Costs

---

**Hardware**

---

**Data & Storage**

---

**Talent & Team**

# CHALLENGE:


How do you analyze  
ALL CALLS  
in your call center  
affordably?

# THE BOX



# STEP 1: CALL TRANSCRIBING

 AGENT

 This is Nora, how may I help you?

00:05

 CALLER

 Hi, um, I wanted to tell them I have an appointment, uh, with my dad's social security people tomorrow, and I won't be able to make my appointment.

00:07

 Empathy Detected

 AGENT

 I would be happy to **ASSIST** you by taking that message.

00:19

 AGENT

 May I ask who's calling?

00:21

# STEP 2: DATA HARVESTING

 AGENT



THANK YOU .

00:38

 AGENT




And may I PLEASE have your phone number, Miss Hayden?

00:41


# STEP 2: DATA HARVESTING

## Key Metrics

 **Mr/Mrs Evaluated**  
Click to override

 **Manners Evaluated**  
Click to override

 **Dead Air**  
Click to override

 **Call Control**  
Click to override

# STEP 3: DATA SHARING



## Albuquerque, NM



6 pending • Avg: 90.26%

Erica Belcher	0/3	17 / 250	77.35%
Gina Lugowski	0/3	22 / 76	91.26%
John Doughty	0/3	0 / 4	89.36%
Nora Manzanares	0/3	53 / 209	93.56%
Wendy Abad	0/3	59 / 318	97.34%
Yesenia Flores	0/3	31 / 100	92.70%



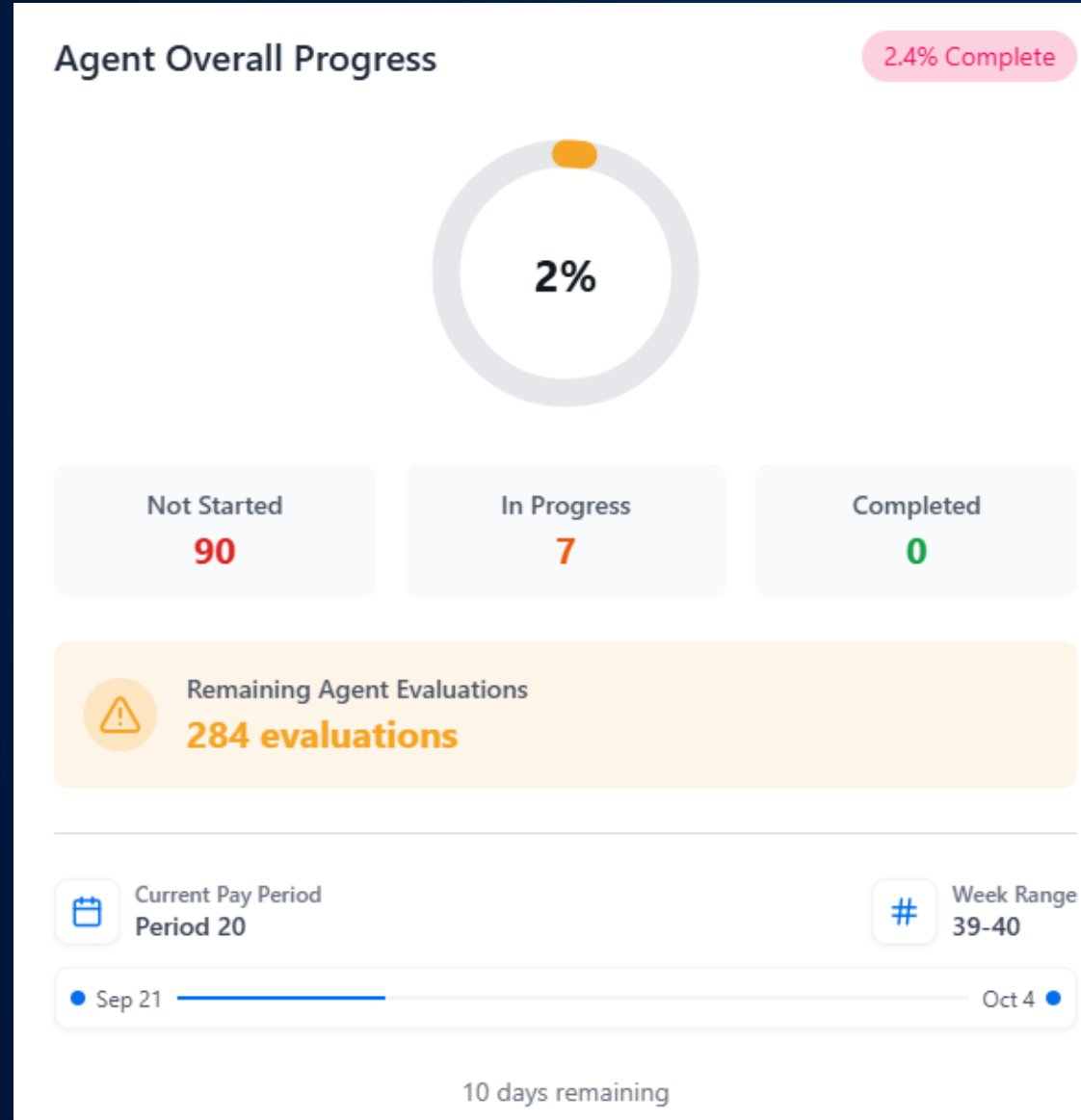
## Appleton, WI



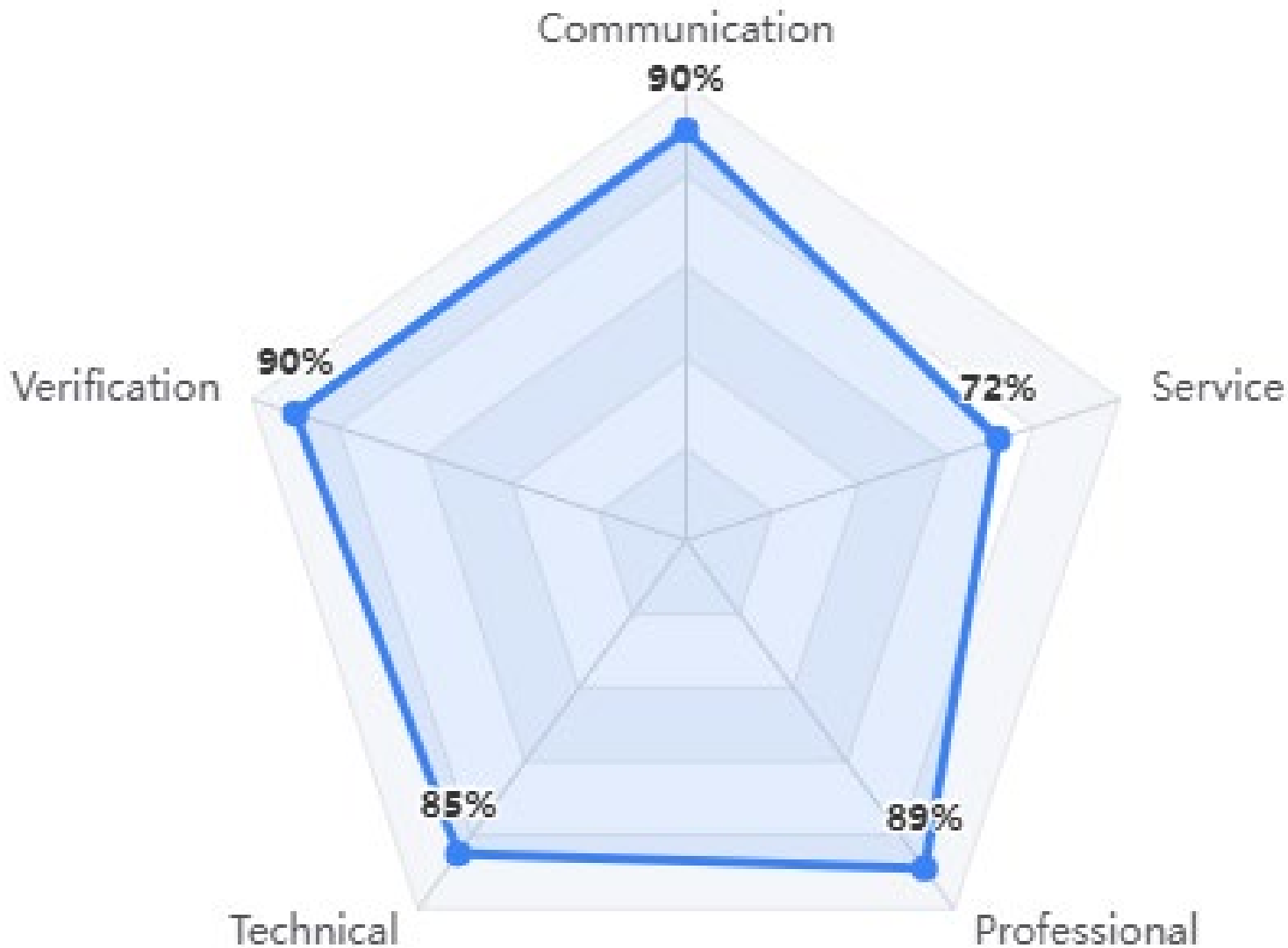
5 pending • Avg: 90.35%

Anastasia Williams	1/3	32 / 211	95.07%
Ellen Keske	0/3	25 / 138	87.72%
Gracie Lueken	1/3	0 / 97	85.08%
Patricia Coumbe	1/3	57 / 334	95.30%
Torrence Casey	1/3	0 / 42	88.56%

# STEP 3: DATA SHARING



# STEP 4: DATA DRIVING



## Communication

**90%**

Asked Whos Calling	80%
What You Can Do	85%
Offered Message	96%
Answer Phrase	99%

## Verification

**90%**

Verified All Other Information	77%
Verified Names	90%
Verified Phone Numbers	94%
Accurate Message	100%



# CHALLENGE:

How do you find  
WHAT WAS SAID  
in a call?

# SEARCH: LAWYER

## Call Search

Account #   Client   Call Number   Transcription   Age

🔍 Search for words or phrases in call transcripts

Add multiple terms to search for specific content in call transcripts.

Text: lawyer ✕



1h



Today



24h



7d



30d

🔍 Search



✕ Clear All

## Call Details

Call Number: 104153974

[Export PDF](#)

has a state appointed lawyer. Some type of situation where he's needing legal representation now for this existing case.

9/23 4:32P Delivered To Message Auto-Emailed

## Transcription

[Translate](#)

[02:17] CALLER: He's been going to been going to a case and everybody kept kept telling him to get a lawyer, get a lawyer.

[02:26] CALLER: He thought he was going to be able to fight it himself, but now they're trying to push that he can't they're trying to make it so he can't stand for trial, so.

[03:02] CALLER: He he the judge said he couldn't even get his own personal lawyer.

[03:06] CALLER: That he had to keep the lawyer he had.

[Close](#)

to get a lawyer, get a lawyer.  
ing to push that he can't they're tr

# CHALLENGE:

How do you track  
AGENT PROGRESS  
over time?



# Call Volume Agent Performance

# CHALLENGE:

How can you be alerted  
for a LONG CALL?

# Long Call Alerts

## Long Call Alert

**Call Number:** 103722143

**Talk Time:** 65.86 minutes

**Call Time:** 2025-08-16 11:15:03 AM

**Client:** [REDACTED]

**Agent:** Kristin Elbe

# CHALLENGE:

How do you discover  
A RUDE AGENT  
before its too late?



# AI-Monitoring | Rudeness Detected | Agent: Wrobyn Simon | call #: 100498133

AI-Solutions reported via the portal | Created by Taulant Matraku



Add summary



**Taulant Matraku** added a public note

*10 months ago (Sat, 30 Nov 2024 at 4:13 AM)*



Melanie Shefchik has voted YES for rudeness on call ID 5988162. Comment: Agent sounded impatient with caller early in



**Taulant Matraku** added a public note

*10 months ago (Wed, 27 Nov 2024 at 10:56 AM)*



Melissa Green has voted YES for rudeness on call ID 5988162. Comment: The call was very cold. It's simply not how we

# CHALLENGE:

How do you handle  
customers requesting

TIME LIMITS

for calls?

# Call Monitoring Alert

## Long Call Alert

Operator with initials KKG has been on a DELTA COLLEGE (9915) call for over 21 Minutes. Please see if they need assistance or the call taken over.

---

Taulant Matraku used a Workflow template to send this card. [Get template](#)

# CHALLENGE:

How do you  
ORGANIZE  
your calls?

# 54+ Classifications

Robocaller

Telemarketer

Long Call

Calls without a Message

# WHY?

Custom Criteria  
for a Deeper analysis



# CHALLENGE:

How do you  
AUTOMATE GRADING  
for 26 criteria,  
24/7/365?

# Programming

```
@dataclass
class DirectionalCrosstalkSegment:
    start: float
    end: float
    duration: float
    interrupting_speaker: str
    interrupted_speaker: str
    interruption_direction: str
    should_penalize: bool
    severity: str
    overlap_type: str
```

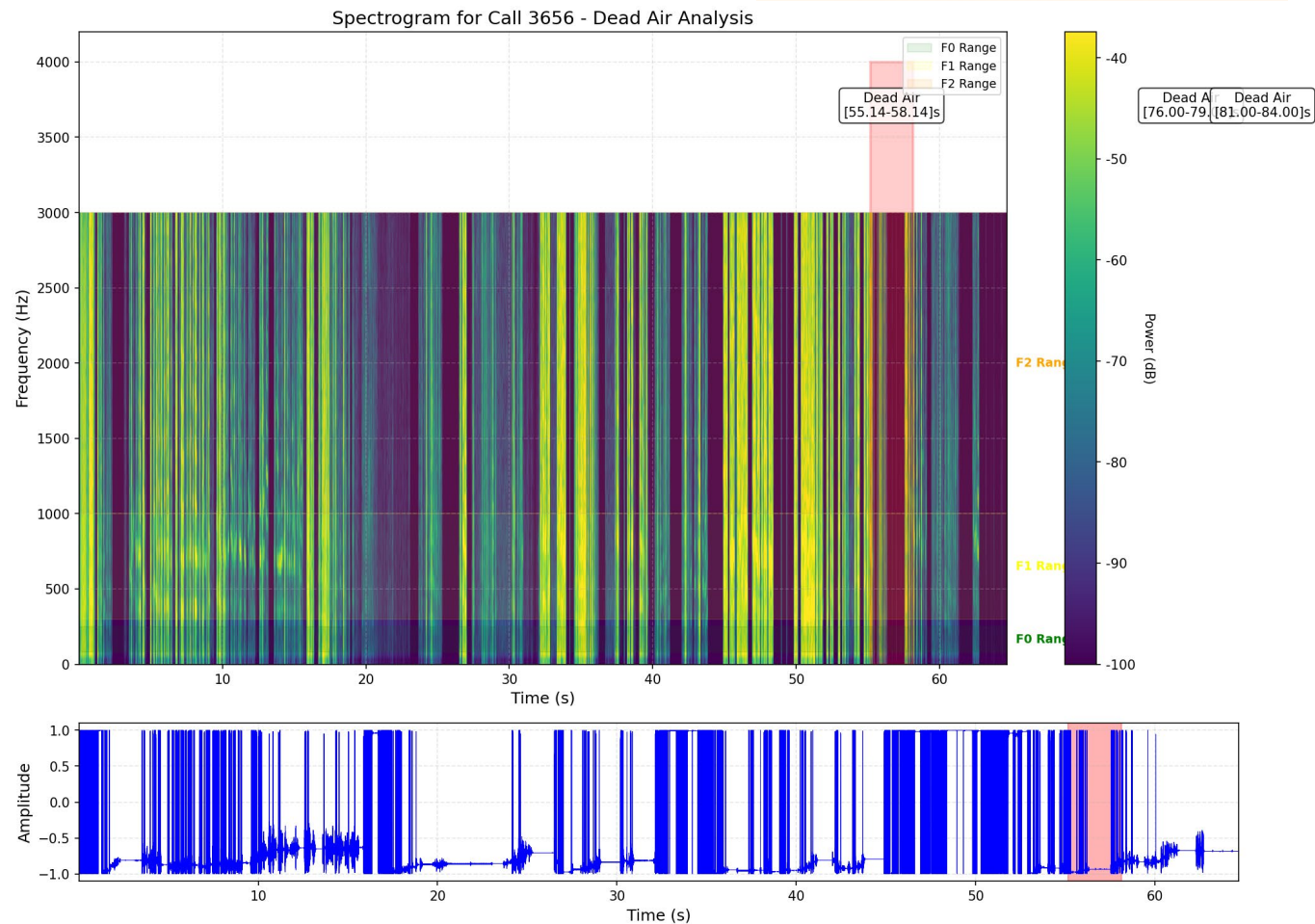
LLM



● Dead Air Detected 1 instance found in call analysis

2:12

# Custom Audio Analysis (Spectrogram)



# Review & Refine

>90%

AI-Human Agreement Score ⓘ

**94.60%** agreement with human QA

24h Change

↗ +0.02%

7d Chan

—

24H

7D

30D

6M

ALL




ne

279.61%



# Path of a Call (Data Pipeline)

- 
- Call
  - Audio & Transcriptions
  - Programming
  - LLMs
  - Audio analysis
  - Tagged data
  - Refine (>90%)
  - Storage
  - Alerts
  - Visualize...



# CHALLENGE:

How do you  
VISUALIZE  
all the data?

# CHALLENGE:

How can you  
REPORT QUICKLY  
the data to your users?

# Smart Widgets

Personal  
Custom Views

Visualize Data



Welcome back, Robyn Sawyer  
Supervisor: Taulant Matraku Location: Green Bay (GB01)

Company Defaults Company Focus Areas Supervisor Team View Team

Latest Evaluations Focus: Action Statement (4) Manners (3)  
Avg: 80

22 SEP +11	#104135269 AI	93
22 SEP -4	#104134650 AI	82
22 SEP +20	#104134993 AI	86

88

Average Score

202

92+ Scores

351

Above 83

149

Below 83

My Dashboard 6

My Dashboard 7

Empathy



## Team Rankings



#93

of 185



50th percentile

Keys: Y YES N NO 1-6 Comment Space Skip

### Call Information

Call: #104144506  
Call ID: 9922258

### Progress

0  
Score

0 of 25 complete

0:00 / 3:59

### Call Transcript

0:02 **Agent** Good evening, Little Shay Bail Bonds.

0:03 **Agent** This is Robin, how may I help you?

0:07 **Caller** Hi, Robin.

0:08 **Caller** I was calling, I was speaking to someone about posting the bond.

0:12 **Agent** Okay.

0:13 **Agent** I can help you by getting you over to the on call.

0:16 **Agent** Could you tell me who's calling, please?

0:20 **Caller** You need my name?

0:21 **Agent** Yes.

0:22 **Caller** Eugenia Henderson.

0:24 **Agent** EUGENIAH?

- #1. Correct Answer Phrase  
5 pts • Introduction  
 YES  NO
- #2. Initially Offered Message  
6 pts • Introduction
- #3. Company Pride  
5 pts • Introduction
- #4. Expressed Empathy/Willingness to Help  
4 pts • Communication
- #5. Communicated What You CAN Do  
4 pts • Communication
- #6. Asked "Who's Calling Please?"  
4 pts • Communication
- #7. Asked/Verified All Names (Verbal)  
9 pts • Message Taking
- #8. Asked/Verified Phone Numbers (Verbal)  
10 pts • Message Taking
- #9. Asked/Verified Other Information (Verbal)  
6 pts • Message Taking

# WIDGETS EMPOWER

- Intuitive
- Informative
- Actionable
- Interactive
- Filterable/Focus
- Automation/Alerts
- Near Real Time
- Spot Trends
- Gamify



# CHALLENGE:

How do you

TRAIN

agents with this data?



# CHALLENGE:

How do you

TRAIN

agents with this data?

# AI TRAINING SIMULATION MODULE

- Input from the QA system
- Personalized Training  
Targeting Struggles
- Supervisor/agent directed  
LLM
- Custom AI Voices
- Audio and Video  
Sentiment Analysis
- Re-testing: feedback loop



# Agent Training Portal

Access your personalized training simulations.



Training system opens in a new window

## Introduction - Initially offered to take a message/Answered questions (6 pts)

Medium

Create a one minute scenario in script form of caller and agent speaking that would touch upon the criteria "Initially offered to take a message/Answered questions" and all the guidelines associated with the criteria. This script will be used in two ways. First, an AI voice will read from the script and the agent will be recorded with HUME.AI via webcam voice and face. Second the extemporaneous answer of the agent will be graded against the suggested response of the original script generated.



Emotion tracking enabled

Start Training

**Complete Caller Dialogue:**

My account issue hasn't been fixed for days—I need a supervisor now! This is unacceptable—how will you ensure this gets resolved?

**Session Progress**

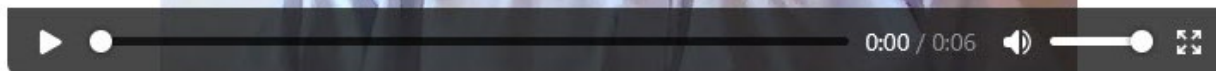


50% Complete



✔ Training session complete!

Recorded Session:



Video Recording

Your Response:

I understand your frustration and I want to help resolve this issue for you right away.

[View Results](#)

# Training Results

Failed



Introduction - Initially offered to take a message/Answered questions (6 pts) - Attempt #1

**85%**  
Overall Performance

**88%**

rubric Score

**82%**

emotional Intelligence

**90%**

voice Clarity

**85%**

response Time

**78%**

script Adherence

**87%**

problem Resolution

**PERFORMANCE SUMMARY**

EMOTION ANALYSIS

MEDIA PLAYBACK

RUBRIC SCORES

COACHING FEEDBACK

SCRIPT ANALYSIS

## Strengths

- ✓ Excellent demonstration of empathy throughout the interaction
- ✓ Clear acknowledgment of customer frustration with validation
- ✓ Professional and confident tone maintained
- ✓ Quick problem identification and resolution offer
- ✓ Effective use of de-escalation techniques

## Areas for Improvement

- ✗ Consider offering more specific timeline commitments for resolution
- ✗ Could increase vocal warmth when apologizing
- ✗ Remember to document all promised actions
- ✗ Practice smoother transitions between topics

### Coaching Notes

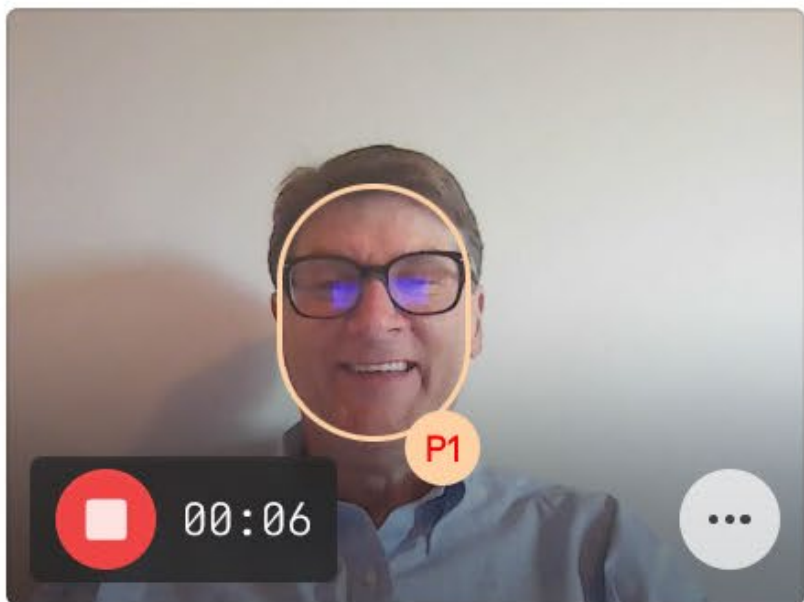
Great performance overall! Your empathy scores were particularly strong. Focus on being more specific with timelines in future interactions.

[Back to Dashboard](#)

[Retry This Scenario](#)

[Try Another Scenario](#)

Streaming API status: Connected



Integrate... ▾



Facial expression

Vocal burst

Speech prosody

Differentiate 37 kinds of facial movement that are recognized as conveying distinct meanings, and the many ways they are blended together

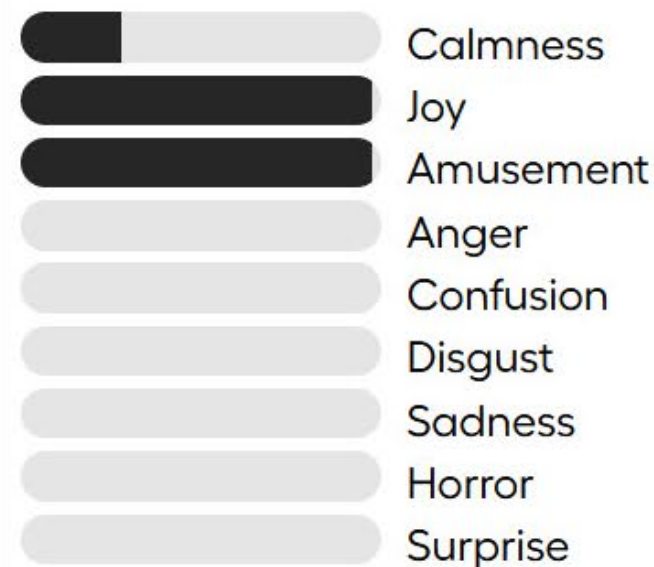
Top expressions ⓘ

1 Joy 0.86

2 Amusement 0.83

3 Excitement 0.50

Expression levels ⓘ



Streaming API status: Connected



Integrate... ▾






Facial expression

Vocal burst

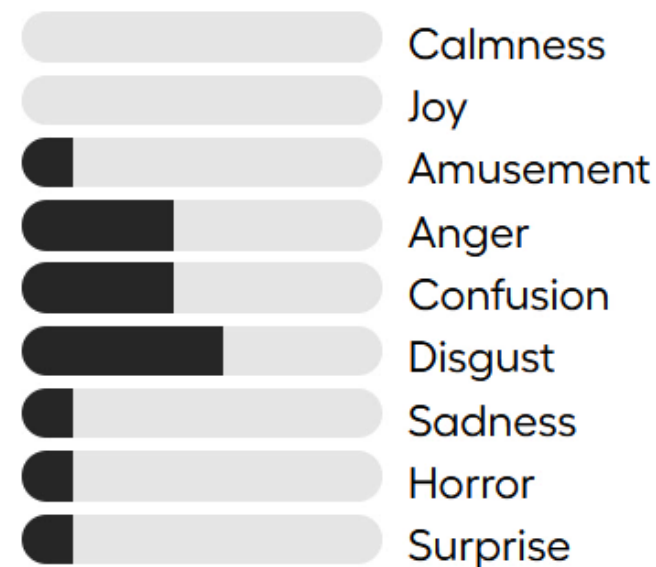
Speech prosody

Differentiate 37 kinds of facial movement that are recognized as conveying distinct meanings, and the many ways they are blended together

Top expressions ⓘ

- |   |                                                                                               |      |
|---|-----------------------------------------------------------------------------------------------|------|
| 1 |  Disgust   | 0.55 |
| 2 |  Confusion | 0.39 |
| 3 |  Anger   | 0.34 |

Expression levels ⓘ





# CHALLENGE:

How do I

SEPARATE

urgent and non-urgent messages

WITHOUT a live agent?

S

I'll need more information to forward your message. Can you describe the issue further?

SAM • Mon 8:46 AM

My toilet is leaking everywhere

Mon 8:47 AM



S

Taulant, I've summarized your concern(s) as follows:  
Toilet leaking.

Would you like to add any more details or issues?  
Text 'Yes' to add more, or 'No' to continue.

SAM • Mon 8:47 AM

No



Thank you for your message. Here's what happens next:

1. Use the link below to leave any updates, include pictures or cancel your request.
2. A team member will review and accept your request.
3. You'll be notified when a property manager is assigned.

Track your request or make updates here:

<https://sam-message-taker.azurewebsites.net/tenant-receipt/407/238?ai-solutions>

Important Notes:

- Our team aims to respond within 24-48 hours for non-emergencies.
- If your situation changes to an emergency, please submit a new request or call us at +1-715-848-9161.

We appreciate your patience and will address your concerns as soon as possible.



S

SAM • Mar 12, 10:28 AM

# TENANT CONFIRMATION

## Status Page

**Message Concerns:** Toilet is leaking

**Assigned Property Manager:** Waiting for response

We've received your message and are in the process of assigning a dedicated on-call representative to address your needs.

## Attach Media

Choose Files No file chosen

Upload Media

## Uploaded Media

No media uploaded yet.

## Update or Cancel Your Request

**Note:** Your message has not yet been acknowledged by a property manager. You can still update your message using the box below.

Update Message:

Update Message

# Tenant Issue Details

**Message ID:** 253

**Tenant:** Taulant Matraku

**Address:** 2639 East Ramsey Avenue, Cudahy, WI 53110-2406, USA

**Issue Summary:**

--NEW REQUEST--

Tenant issues: Toilet is leaking

Tenant Address: 2639 East Ramsey Avenue, Cudahy, WI 53110-2406, USA

Tenant Name: Taulant Matraku

Tenant Phone #: +14147754303

**DISCLAIMER:** Accepting this job means you're responsible for communicating with the tenant about their issues.

Accept

**DISCLAIMER:** Declining this job means you'll have to find someone in your organization to ensure the tenant's concerns are handled.

Decline

## Conversation History

**Tenant:** Hey

**Emily:** Hey Taulant! I'm Emily, your text message taking assistant. Need a live person? Call +1-715-848-9161 anytime.

Is this an emergency that requires immediate attention?

[Y] Yes - The property team will be notified within 15 minutes and respond shortly

# NEW REQUEST

**Tenant issues:** Refrigerator door doesn't shut properly

**Tenant Address:** [REDACTED] Wausau, WI 54401

**Tenant Name:** [REDACTED]

**Tenant Phone #:** [REDACTED]

**Message ID:** 203

Please click the button below to accept or decline this request:

ACCEPT / DECLINE

This email was sent by AI Solutions Property Management System. Please do not reply to this email.

# CHALLENGE:

How do I manage ON-CALL responsibilities across multiple teams and locations while keeping the group informed?

## Today's On-Call Coverage

Location	👤 Primary On-Call	🕒 Backup	🔔 Admin
Janesville	<p>Riley Schuetz 1st 🕒 +5 min</p> <p>Ben Dunlavy 2nd 🕒 +5 min</p> <p>Kyle Urban 3rd</p>	<p>🕒 +10 min</p> <p>Chris Brigham 📅 Brent Folmer 📅 Brad Meglic 📅 Joe Partipilo 📅 Lucas Dailey 📅</p>	<p>🕒 +20 min</p> <p>Eric Prom Jim Slatter</p>
Madison	<p>Lucas Dailey 1st 🕒 +5 min</p> <p>Steve Mewis 2nd 🕒 +5 min</p> <p>Brian Roessler 3rd</p>	<p>🕒 +10 min</p> <p>Andrew Bangert 📅 Logan Fahlgren 📅 Brent Folmer 📅 Braedon O'Boyle 📅</p> <p>Riley Schuetz 📅</p>	<p>🕒 +20 min</p> <p>Glenn Fleming Eric Prom</p>
Saputo Cheese-Franklin	<p>Tyler Bemus 1st</p>	<p>🕒 +2 min</p> <p>Mario Flores 📅 Steve Mewis 📅 Junior Alexander 📅 James Bemus 📅</p>	<p>🕒 +20 min</p> <p>Mike Panella Ryan Schoenberg</p> <p>Eric Prom</p>

## Activity Timeline



### First Response

First team member responded to incident

September 20, 2025 at 8:25 AM



### Riley Schuetz Accepted

Riley Schuetz accepted the incident

September 20, 2025 at 8:25 AM



### Response Requested

Team response requested for "Service Call - Residential (Madison)"

September 20, 2025 at 8:24 AM



### Incident Created

Incident "Service Call - Residential (Madison)" was created

September 20, 2025 at 8:24 AM

Active Users

**23**

— No new users this week



Total Locations

**3**

— No change since last month



Incidents Today

**0**

— Same as yesterday



Today's Avg. Response

**13 min**

↗ 28 min less than last week



ADMIN ALERT NEW JOB: Janesville Team has been notified and is taking action: view responses here: <https://ai-solutions-texting.vercel.app/respond/f3d17fc0-2eaa-4ae6-b118-eb57451b3684?initialAdminAlert=true&userId=2a4c46e9-01bc-4925-9213-46c3d397f39c>

URGENT - BACKUP IN PROGRESS: Janesville- Service Call - Commercial (Janesville)

07/28 --- 9:32 AM

<https://ai-solutions-texting.vercel.app/respond/dae6a447-877d-4dfb-a775-dffe7848c507?backupAdminAlert=true&userId=2a4c46e9-01bc-4925-9213-46c3d397f39c>

SAM • Jul 28, 9:35 AM

S

 **Admin Alert: Service Call - Residential (Janesville)**









The on-call team for Janesville has been notified of this incident.

 **Manage This Incident**  
Assign or resolve

 **View All Incidents**  
Opens in new tab

## Incident Details



Service Call - Residential (Janesville) ▾



-  **Caller:** [REDACTED]
-  **Phone:** [REDACTED]
-  **Office:** Janesville
-  **Reason:** Service Call
-  **Customer Status:** New Customer
-  **Address:** [REDACTED]  
Milton, WI, 53563
-  **Payment Type:** Check
-  **Type:** Residential



[Show more details](#)



## Team Responses

Accepted	Waiting	Declined
0	3	1

 **Calvin Berndt**  **Waiting** >  
on-call

 **John Fallahee**  **Waiting** >  
on-call

 **Thomas Human**  **Waiting** >  
responder

 **Ryan Nettensheim**  **Declined**  
responder · less than a minute ago

**Reason:**  
Im with my sick kid. I cant leave him

# EMPOWERING CLIENTS

- Web-based for any Device
- Client driven
  - ✓ Timelines
  - ✓ Schedules
  - ✓ Messaging
- Real-time
  - ✓ Incident handling
  - ✓ **Group** communication
  - ✓ Status for Leadership
- Custom Reporting
  - ✓ Most active team members
  - ✓ Average response times

# IMPROVING ANSER

- Account efficiency
- ⋖ Time calling on call
- ∅ on-call schedules
- ⋖ Errors
- Customer satisfaction
- Profitability



# CHALLENGE:

How do I HELP  
agents/dispatchers

GET ANSWERS

to questions in corporate  
documentation?

what is a dispatcher?

10:34:11 AM

## Tiered Search

10:34:11 AM

A dispatcher at AnSer is responsible for the quality control of messages delivered to clients. Their primary goal is to deliver messages effectively and efficiently according to client instructions, ensuring the quality of each message. Dispatchers are expected to:

- Teamwork**: Collaborate with other dispatchers or supervisors for reducing errors and maintaining customer satisfaction.
- Eye Discipline**: Upon receiving a message, check all aspects of the account/message, including time zone, office hours, and for any errors or missing information.
- Quality Control**: Ensure messages are taken correctly, classified properly, and check for missing information or errors.
- Leaving a Message for the Client**: Follow specific phrases or a basic voicemail format if no instructions are provided.
- Taking Ownership of Messages**: Save and accurately dispatch messages received, even if not initially saved by you.
- Patching**: Use proper technique for calling back callers or connecting them to the appropriate contact, with specific steps for both cold and warm patching.
- Handling Multiple Dispatchers in an Account**: Communicate with other dispatchers or agents present in an account to avoid unnecessary calls.
- Routine and Urgent Calls Handling**: Follow specific procedures for handling routine and urgent calls outside of office hours, including faxing, emailing, or directly contacting the office.
- Major Holidays**: Operate as if the office is closed during major holidays unless specified otherwise.
- Undelivered Searches**: Complete searches for undelivered messages, ensuring accuracy and quality, and dispatching messages as needed.

Dispatchers must also be familiar with using tools like SimTree for dispatch/search times and Pumble for communication among dispatchers. They are expected to check the primary dispatch account daily for updates and participate in dispatcher communication channels for support and information sharing [Source 1] [Source 2] [Source 3] [Source 4] [Source 5].

> PRIMARY SOURCE Page 1 very\_high relevance

Click to view

> Show 14 additional sources

Was this answer helpful?

Yes

No

What's Next for AnSer?



# SMART AI AGENTS TODAY

1-920-547-7335

- Introduction:
- Re-verification:
- Ending the Call:



# **BUSINESS INTELLIGENCE & EFFICIENCY**

- Question harvesting
- Spot trends
- Better reporting
- Improving call flow

# New Identity

---

# Communication Automation

- No longer just taking messages
- Rigorous Quality Controls
- Expanding products and services
- Partner with the Client in Strategic decision-making.
- Multi-Channel Communication (voice, text, chat, AI Agents, Smart Voice Mail, +More)

**AI Consulting**

**AI Development**

**AI Products & Services**



DISPATCHME.AI



ANSER AI SOLUTIONS

1-920-547-7335

