

CQ Insight- Transcription and insights system

AVDOR CIS



CQ Insight - the revolution in transcription and business intelligence that turns your conversations into a powerful growth engine

Are you using the full potential of your daily conversations with your customers?

Get the advanced solution for transcribing and extracting insights from conversations, which incorporates advanced AI technology to turn every customer interaction into a source of vital business knowledge.

Who is CQ Insight for?

- Enterprise, Government and Military institutions
- Universities
- Hospitals
- Municipalities

- Customer service centers (Call Centers)
- Banks and financial institutions
- Insurance companies
- Communication companies

What will you gain from using CQ Insight?

As organizations

- **Improved ROI:** Increase sales and service effectiveness through data-driven insights.
- **Streamlining processes:** Identify bottlenecks and recurring problems with service and sales..
- **Advanced training:** Use real data to improve team performance.
- **Regulatory compliance:** Monitor conversations and ensure compliance with regulations and procedures.

As direct users

- **Accurate and immediate transcription:** High quality transcription of every call in real time.
- **Identify keywords:** A smart system that identifies important topics and trends in conversations.
- **Immediate insights:** Receive recommendations for action in real time during the call.
- **Summary:** A full summary of the conversation to main points including the option to summarize by chapters.

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Avdor CIS is a leader in the development of advanced recording solutions for call centers, service & support centers, and governmental and institutional organizations

The functionality and capabilities of CQ Insight:

- **Identify keywords:** An advanced AI system that identifies important topics and trends.
- **Business insights analysis:** Extracting vital business information from every conversation.
- **Integration with existing systems:** Add-on to existing telephone service and sales centers.
- **Atmosphere recording:** Ability to transcribe conversations even in noisy environments (including meeting rooms and control rooms).
- **Data exploration:** Advanced tools for analyzing metadata and presenting business insights.
- **Autosave:** Digital archive of all transcribed conversations.
- **Advanced AI engine:** Understanding the relationship between words, sentence structure and pronunciation.
- **Advanced search:** Locate specific conversations based on transcript and recording data.
- **Flexibility in layout:** Possibility of installation on a local server / in the cloud, on all the platforms currently active in the market.

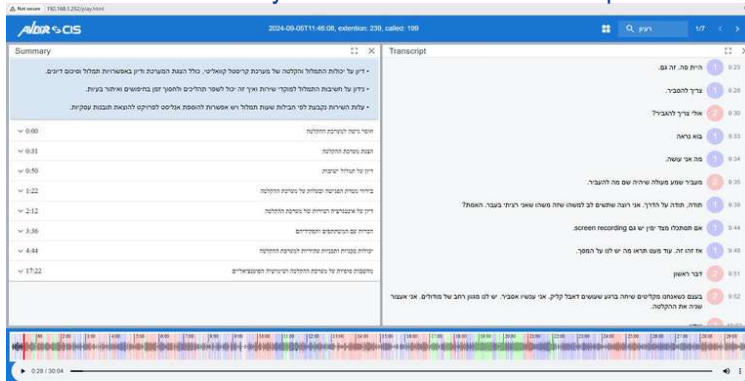
How is CQ Insight different from other products?

- **Exceptional accuracy:** Unique AI technology that guarantees over 91% accuracy in transcription.
- **Full integration:** Smooth interfacing with telephony systems, existing CRM and customer management systems.
- **Customization:** CQ Insight has the ability to learn and adapt to the jargon and unique needs of an organization.
- **Security at the highest level:** Protection of sensitive information with advanced encryption and compliance with PCI DSS/GDPR security standards and in addition compatibility with security infrastructures and organizations.

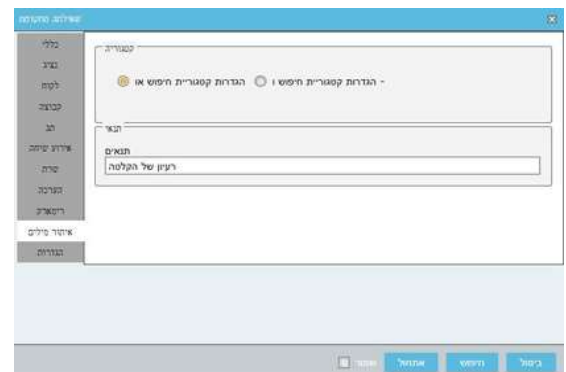
How does it work?

- **Recording:** The system receives the call in real time or accepts existing recordings.
- **Transcript:** An advanced AI engine transcribes the conversation quickly and with high accuracy.
- **Analysis:** Automatic detection of keywords, emotions, and trends in the conversation.
- **Insights:** Production of detailed reports and recommendations for action.
- **Integration:** Integrating the information into the existing organizational systems.
- **Real time:** Streaming audio and data in real time to a business insights system.

The results screen includes an integrated player with a full transcript and a summary of the conversation for chapters



Exact text search field



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