

AI-based Speech Analytics for Cost-effective Compliance

Automated compliance verification
of verbal orders saves efforts and costs.
100% of conversation recordings
are checked by the next business day

100% of conversations are checked



Challenge:

According to legislation, a recorded call represents a valid contractual document in telesales;
Every sales call must be recorded and audited for compliance;
The audit phase requires a high level of effort at the Quality Control department, which leads to increased costs.



Solution:

A Speech Analytics solution with automatic compliance monitoring functionality:

- Automatically checks each call's adherence to its corresponding script;
- Adds a red mark to highlighted parts of the call that do not conform to the rules;
- The Quality Control officer listens only to the potentially problematic parts of the conversation, marked in red.



Business benefits:

- Reduced workload and costs --> the time spent to monitor calls is minimized;
- Reduced risks --> all verbal orders are automatically verified by the Speech Analytics system;
- Easily measurable ROI --> much fewer staff-members are involved spending less time, substantially reducing costs;
- Quality Control officers are greatly relieved from routine tasks, which helps reduce the number of mistakes;
A user-friendly dashboard makes compliance monitoring easier.

enercom

Enercom Luce e Gas is the electricity, gas and energy efficiency solutions sales company of the Enercom Group, one of the major private Italian companies in the Energy and Utilities sector. The Group is active in 5 main business areas: renewable production, gas distribution, electricity and gas sales, energy efficiency and public and private services. The Enercom Group aims to anticipate changes by considering innovation a strategic lever to compete in the reference markets.



Angelo Asciano
Customer Operation
and Innovation Director

«Adopting Spitch's Automated Compliance Management System has enabled us to automatically check 100% of all the sales contracts within the next business day, greatly reducing the level of human effort. The machine takes care of repetitive tasks, and we can dedicate the excellence of our human resources to activities of greater value».



Spitch provides a full stack omnichannel conversational AI suite that elevates customer experience and reduces costs.

VA Virtual Assistants

SA Speech Analytics

VB Voice Biometrics

CP Chat Platform

KB Knowledge Base

AA Agent Assistant Suite

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