

Conversational AI Business Analyst

Overview: This is a client facing and results-oriented role in a fast paced AI environment where the candidate will be working on multiple projects in the same time. The ideal candidate will have hands-on experience on Conversational AI and Speech Analytics. The role involves interaction with enterprise clients thus the candidate will preferably have some experience in a client facing role or feel comfortable with discussing technical concepts and project progress with clients.

Responsibilities

- Design and implement dialogue flows for voice assistants and chatbots using LLMs and NLU.
- Work on Speech Analytics and provide client-centric solutions applicable to Contact Centre operations.
- Analyse Contact Centre interactions through a business perspective and create Speech Analytics reports and dashboards using Spitch's toolset.
- Act as a Consultant to the client regarding potential AI solutions and decide with a business acumen on the most effective and realistic ones.
- Co-operate daily with a team of engineers, project managers and other AI business analysts.
- Participate in client meetings before and during the execution of a project and discuss the progress, deliverables and deadlines.

Requirements

- Experience with Virtual Assistants in a production environment.
- Comfortable in participating in meetings with enterprise clients. Part of the success of this role concerns the interaction with such clients across verticals like Finance, Insurance, Utilities among others.
- Experience working within the Speech Analytics for Contact Centres solutions.
- Based in Germany or Switzerland.
- Fluent in German, French, English.
- Comfortable with working on a project basis fast paced environment with tight deadlines.

Nice to have:

- Client facing experience.
- Familiar with Contact Centre operations and ecosystem.
- Working Knowledge or exposure to Conversational AI (LLMs, NLU, AI assistants).
- Experience presenting business reports to enterprise clients.
- Python or JavaScript knowledge and prior experience in a technical support role would be a plus.