

Operational Excellence

Enhancing Sales, Compliance, and Workflow Automation



In today's fast-paced sales environment, ensuring agents follow processes and adhere to regulations is more critical than ever. AutoInsights leverages GenAI to automate call monitoring, ensuring 100% compliance while driving operational efficiency and cost savings.

Core Capabilities

Script Adherence

Ensures agents communicate required product disclosures, follow mandated payment processes, and ask vital qualification questions

Sales Effectiveness

Uses specialized listeners to evaluate solution selling, identify upselling/cross-selling opportunities, and track proactive vs. reactive sales approaches.

Advanced Business Rules

Automatically defines, analyzes, and scores complex rules (e.g., medical or financial assessments) to ensure agents qualify customers correctly.

Customer Interaction

Analyzes engagement levels and response accuracy to ensure agents are addressing queries correctly and driving customer satisfaction.

Case Study: Short-Term Car Insurance

Challenge: An insurer faced **US\$3.5 million** in annual losses due to agents failing to ask mandatory qualifying questions, forcing the company to pay out accident claims for inadequately covered customers.

Solution: AutoInsights automated call monitoring. Any missed questions were flagged in near real-time and sent to a concierge team to proactively contact the customer and complete the sale.

Result: US\$2.5 Million in Annual Savings

The AutoInsights Advantage

- Post-Call Analytics: Comprehensive scoring across multiple dimensions for every call.
- Customizable Dashboards: Focus on metrics that matter, from compliance rates to upselling success.
- Scalable Growth: Easily adapts to new products, business rules, and regulatory requirements as you grow.
- Reduced Manual Oversight: Frees your team to focus on strategic activities while ensuring high standards.

