Digital Frontline Assistant

KEY TECHNOLOGIES

Speech-to-Text Engine
NCS// ins8.ai

Interactive Digital Avatar

Knowledge-based Responses

Localized Speech-to-text

Conversation Intelligence

Multi-lingual, natural response

Expected Benefits:

Improve Service Delivery to Citizens
Queries can be answered **without long queues**

Reduce Frontline Manpower
Resources can be re-allocated for higher-value tasks

Better Citizen Experience
Queries from different domains can be answered through **single touchpoint**

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Contact Center Transcription & AI Summarizer

KEY TECHNOLOGIES

Speech-to-Text Engine
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Hyper-local Speech-to-Text Transcription
Real-time **automated transcription** during conversations to accurately capture regional accents and colloquialisms

Intelligent Conversation Summariser
Auto-generate **comprehensive summaries** from multiple pages of transcripts

Key Outcomes Delivered:

12% reduction in call duration (AHT) for **120,000** calls every month

54% productivity improvement for **200** agents

99% calls summarized accurately and automatically

Investigation Audio Exhibits Transcription

KEY TECHNOLOGIES

Speech-to-Text Engine
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Real-Time Speech To Text Transcription

>1,000 audio exhibits transcribed

Various files from **different sources supported** (laptop, whatsapp, mobile, recorder)

Key Outcomes Delivered:

Improved Efficiency

>2,400 mins saved in transcribing audio files manually

Achieved High Accuracy Transcription

>90% accuracy in transcription results

Improved Investigation Process

Reduce time spent scrubbing through multiple audio files in search of relevant conversations / evidence

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