CASE STUDY

Customer Call Audit Agent

RETAIL / CONTACT CENTER

Contact Center - Compliance-driven, insight-led quality assurance

KEY HIGHLIGHTS

- Audit 100% of calls (vs 1–3% manual sampling)
- Improve regulatory compliance & risk detection
- Reduce QA cost per call
- Faster issue identification & remediation
- Consistent agent performance measurement

100%	↑ 4×	~60%	<1 hr
Call Audit Coverage	**QA Throughput**	**Cost Reduction**	**Issue Detection SLA**
vs 1–3% manual sampling	per analyst per day	in QA operations	from call completion

AI AGENT WORKFLOW

Powered by Avintra

1 CALL INGESTION

Transcription Agent

- Speech-to-text (multi-accent, multilingual)
- Speaker diarization (agent vs customer)
- Noise handling & confidence scoring

2 CALL CLASSIFICATION

Intent Detection Agent

- Call reason identification
- Call type tagging
- Customer / Product Segmentation

3 QUALITY SCORING

Audit Agent

- Automated QA scorecard
- Parameter-level breakdown
- Explainable scoring with transcript snippets

4 SYSTEM ACTIONS

Audit Agent

- Validate CRM updates against call conversation
- Disposition Accuracy

5 EXCEPTION HANDLING

QA Work-bench

- Compliance violations detected
- High-risk claims flagged
- Negative sentiment spikes

6 CONTINUOUS IMPROVEMENT

Coaching Agent

- Agent coaching insights
- Trend analysis (team / queue)
- Root-cause detection

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