IQVIA TECHNOLOGIES

Detect Voice

Transform your 'Business As Usual' call center operations and strengthen your business continuity plan.

Situation

- To comply with global safety regulations, a customer was required to monitor Human-Bot call interactions to identify potential safety risk.

- Customer identified likelihood of off-label use and needed a mechanism to report onwards to safety.

- They knew that a blizzard of calls was likely due to insurance policy renewals but could not predict or resource for that eventuality.

- Manual review of calls was not a consideration and customer sought a cost-effective technology solution to remain compliant.

Solution

- Detect Voice was quickly implemented to automate the review of audio files.

- Key features included voice-to-text transcription, IQVIA's unique set of safety ontologies (NLP), bulk processing, entity extraction, confidence scoring and a safety-centric workflow.

- Detect ingested the AV files and provided an output to human reviewers to validate for relevance to safety workflow.

Results

- **94% efficiency gain**, zero missed events.

- **60,000 calls/year (equating to 1,817 days of audio)** managed with 1.3 FTE allocated daily (vs. a team of 22 FTE required without Detect Technology.)

- **Volume surge of 2,095 with 1-day deadline** was processed with 9 FTE (vs. 204 FTE required without Detect Technology).

Source: Anonymized client_VTT_Statistics

98% TRANSCRIPTION ACCURACY
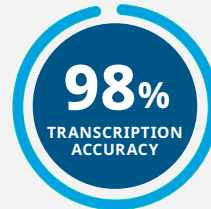
>30 million Transcribed words

94% EFFICIENCY OVER MANUAL METHODS

>60,000 Calls

Transformation

- Use technology exclusively for **Quality Control**.

- Support your agents with highlighted transcripts for review, precisely **pinpointing potential safety risks**.

- **Minimize noise** and time wastage for your agents.

- Scale and flex **without adding to headcount and without compromising compliance**.

BCP

FTE required

204 — Without detect
9 — With detect

BAU

FTE required

22 — Without detect
1.3 — With detect
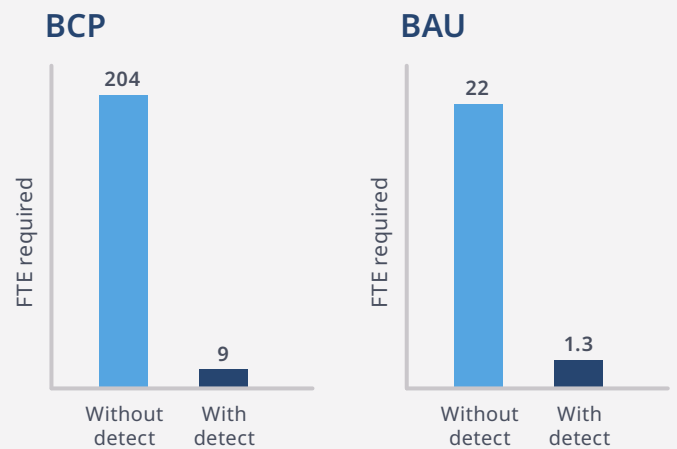
VOLUME SURGE
2,095 call bolus received with 1-day turnaround (SLA)

DAY-TO-DAY
60,000 calls/year managed with 1.3 FTE

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