Streamlining Voice Operations with AI: 50% Time Savings and $200K Annual Cost Reduction

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Overview

A leading global financial services firm with more than 130 years of custom financial solutions in wealth management, asset servicing, and banking operations, the client manages complex financial processes across diverse geographies. They sought to eliminate inefficiencies in their voice-based workflows by automating call summary documentation.

Objective

The client's primary objective was to reduce the time and manual effort spent on summarizing voice calls and entering notes into their CRM system. They targeted a 50% reduction in call summarization time, significant cost savings, and at least a 70% decrease in data entry errors to improve overall operational efficiency and accuracy at scale.

Business Challenges

The client faced critical inefficiencies in their voice-based operations, particularly around manual call documentation, which impacted both productivity and data quality. Key challenges included:

- **Manual Effort & Time Drain:** Agents spent an average of 6 minutes per call summarizing & entering notes into the CRM
- **High Error Rate:** Manual data entry led to a higher risk of inaccuracies in customer records
- **Operational Costs:** The labor-intensive process increased operational costs and limited agent bandwidth
- **Scalability Issues:** The manual workflow was difficult to scale across departments with thousands of agents

The Solution

To address the challenges, a Voice-to-Text Analysis platform was implemented to automate the transcription and summarization of voice calls. The solution converts conversations into real-time text and streamlines the process of entering summarized notes directly into the CRM system. Designed for scalability, the platform integrates seamlessly with existing workflows and can be adapted for additional use cases such as agent training and mock call rehearsals. This minimized reliance on manual processes and laid the foundation for improved process consistency across departments.

Value Delivered

By deploying the **Voice-to-Text Analysis** platform, the client transformed a manual, error-prone process into an efficient, automated workflow. This not only reduced operational strain but also allowed agents to focus more on meaningful customer interactions. The platform now supports over **46,000** agents across departments and saves approximately **1 million minutes** annually, contributing to an estimated **$500,000** in cost savings.

50% Reduction in time spent per call on summarization, cutting it from 6 minutes to 3 minutes	**70%** Decrease in data entry errors, significantly improving CRM data accuracy	**25%** Increase in agent productivity through streamlined call handling processes

Business Benefits

Time Efficiency	Cost Reduction	Data Accuracy	Agent Productivity