

SAMI for call compliance & service quality uplift with AI efficiencies and enterprise-grade security

advice
REGTECH



Benefits of the SAMI Solution

The SAMI (Supervision and Monitoring Intelligence) system enables efficient, effective reviews of calls for compliance and service quality.

SAMI supports pro-active, pre-emptive compliance, risk & issues management, for your reporting, tracking, internal coaching and uplift.

SAMI is designed to find 'needles in the haystack' to focus human reviews

- 1 Proven system for customer call quality assurance and communication audits.
- 2 Automatically find compliance and quality issues in client communications and focus staff on high value customer interactions.
- 3 Fit-for-purpose supervision and monitoring intelligence system for APRA regulated entities.
- 4 Customised to question sets, risk tags, workflow and integration requirements.
- 5 Secure cloud based, ISO 27001 certified solution on the Microsoft Azure platform. Designed for CPS 234 Security Compliance.

Audio scans creating transcripts, file notes, compliance & quality reviews

1. Identify

2. Verify

3. Manage

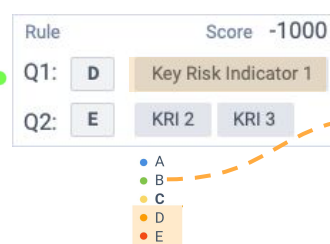
4. Report

SAMI processes and flags issues



- Processes audio files of call recordings, data feeds, multiple file formats and document types
- AI question automation with transparency of results reasoning
- Transcribes and summarises.
- Creates initial meeting file notes grouping topic areas
- Integrates with CRMs and other Admin and Call Centre systems for data feeds

SAMI highlights, scores and risk tags



- Highlights relevant sections on the calls, transcript and file review documents, and links to the question-sets
- Enables playback on any point of transcription, to focus in on flagged areas
- Risk tags and demerits
- Pre-formats report, enabling edit and efficient flow-through to workflow and dashboard reporting

Easy to use, efficient workflow, supports coaching



- Workflow convenience - SAMI makes it easy for human experts to assess, override and add notes and actions
- Manage secure chat, and email notifications
- Enables consistency of assessment by reviewers - with inbuilt training and guidance
- Supports escalation of Incidents and complaints reporting

Dynamic Management Dashboard & Reporting



- Visibility of issues, trends and insights on key questions, risks, files and people
- Dashboard charts and Reporting tables - with drill down functionality, filters for permissioned and specific visibility, benchmarking, trends over time, exports and data feeds