

AI Conversational Analytics

Compliance and quality assurance made easy

TCN's AI Conversational Analytics ensures that you get the information you need from every call, while also omitting protected information to keep you compliant. This tool works through the data of every interaction to provide you with AI-generated summaries, so your supervisors can focus on coaching and mediation, rather than tedious manual review. But that's not all – AI Conversational Analytics also automatically tracks whether your contact center's quality control and compliance standards are being met.

What it does:

- Generates a summary for every call
- Redacts sensitive information to safeguard Protected Health Information (PHI) and consumer data
- Scores conversations against your organization's quality and compliance benchmarks
- Reveals patterns in how consumers and patients are responding through sentiment analysis

How it works:

What is said on a call can make or break a compliance audit or customer experience score – with TCN's AI Conversational Analytics, all interactions and data are reviewed for you. Contact centers that are managing complex requirements like the Fair Debt Collection Practices Act (FDCPA), Regulation F, the Health Insurance Portability and Accountability Act (HIPAA) and other quality standards can be ensured by continuous compliance assurance, complete with the documentation to prove it, without lifting a finger.

Ready to reap the benefits of AI Conversational Analytics, including simplified compliance and quality assurance, all while getting the most out of your data? [Request a demo today.](#)

