aveni detect

100% Quality Assurance coverage across utility customer journeys, at a fraction of the cost

Stop relying on call sampling and manual QA to evidence good outcomes. Aveni Detect uses sector-trained AI to analyse every customer interaction across sales, renewals, servicing and claims, automatically highlighting Consumer Duty risks, vulnerable customer indicators, complaints precursors and conduct issues.

Build consistent QA frameworks across teams and third parties, generate audit-ready MI, and pinpoint coaching opportunities that improve customer experience and reduce operational cost. Move from 2% sampling to 100% coverage, with clear evidence of outcomes.

Customer Experience

Surface root causes behind repeat contact, billing confusion and service failures, and reduce avoidable demand while improving customer outcomes.

Quality Assurance

Automate monitoring of scripts, tone, resolution quality and vulnerability handling, 6x faster than manual review, with consistent scoring across every interaction.

Performance & Coaching

Deliver targeted coaching opportunities for agents and teams, improving call quality, complaint handling, and first-time resolution.

Customer Vulnerability

Detect indicators linked to financial difficulty, health, life events, low resilience or communication barriers, and embed vulnerability handling into frontline workflows.

Risk & Compliance

Automate monitoring for miscommunication risk, disclosure failures, vulnerable customer handling and complaints risk

Product & Service Development

Capture customer language and friction points to strengthen product and service governance.

Consumer Duty assurance for utilities with intelligent Auto QA

We fuse the latest in machine learning with human intelligence **to analyse every customer interaction** for unparalleled risk oversight and data insight, whilst **reducing operating costs through quality assurance (QA) automation.**

Consumer Duty

- ✔ Understanding
- ✔ Support
- ✔ Product
- ✔ Pricing & Fair Value

Compliance check
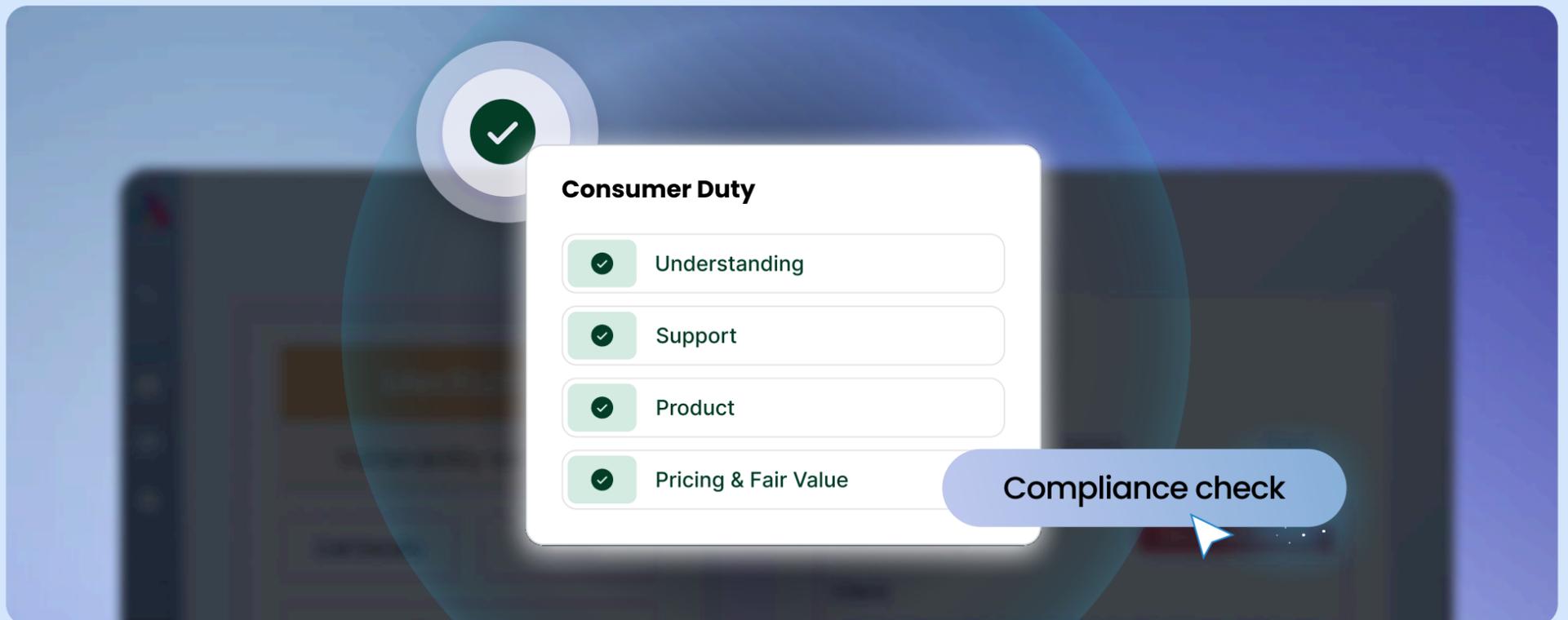
Reduce Risk

Prevent conduct and operational risk by automatically monitoring customer interactions for e.g. missed vulnerability indicators and complaint handling failures. Reduce remediation and complaint costs by prioritising the highest-risk cases for expert review.

Boost productivity

Automate QA checks and triage the highest-risk cases across contact centres, billing teams and complaints operations. Enable human assessors to focus on exceptions and escalations, improving throughput and consistency whilst reducing reliance on call sampling.

One platform. Multiple outcomes.

Make customer conversations your single source of truth. Automatically turn interactions into insight for QA, compliance, customer outcomes and operational improvement, enabling faster decisions across teams.

Manage Customer Duty

Evidence good outcomes with clear, repeatable MI aligned to Consumer Duty. Identify gaps in customer understanding, vulnerability support and affordability conversations, and demonstrate improvement over time with audit-ready reporting.

Drive performance

Improve agent and adviser capability using interaction-led insights. Identify coaching opportunities linked to clarity, empathy, accuracy and fair treatment, helping teams deliver better customer outcomes and stronger retention.
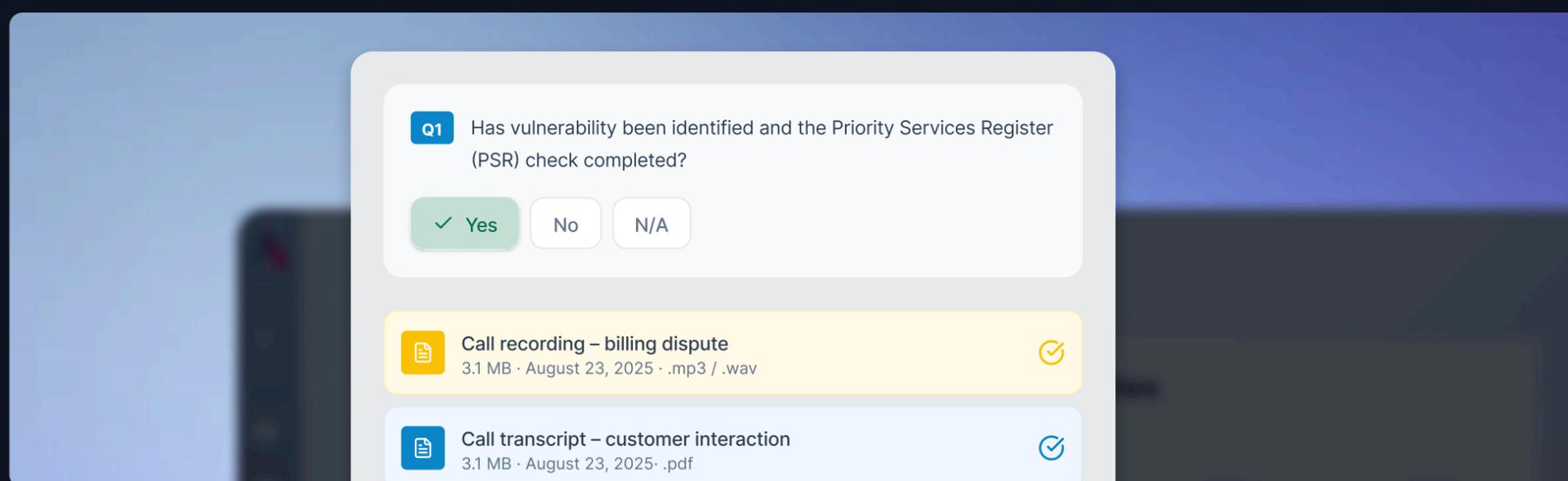
Deploy quickly

Get up and running fast with a solution that's simple to implement, integrated with leading CRM systems and trained on your data to solve your specific challenges.

aveni

aveni.ai

Auto QA: Human-informed automation for utilities at scale

Aveni Detect automates quality assurance for utility providers, using your organisation's QA frameworks, scripts and terminology so monitoring is aligned to your customer standards, vulnerability commitments and regulatory requirements.

Apply AI-driven automation across every stage of the QA workflow, significantly reducing time per assessment whilst ensuring human effort is focused on the highest-risk and highest-impact interactions.

With contact centre integration (for example Genesys), interactions are transferred seamlessly into Aveni Detect once completed. Calls and supporting documents are machine-assessed, with high-risk cases prioritised for review, ensuring your QA team spends time where it matters most: customer outcomes.

Q1 Has vulnerability been identified and the Priority Services Register (PSR) check completed?

✓ Yes   No   N/A

📄 Call recording – billing dispute
3.1 MB · August 23, 2025 · .mp3 / .wav

📄 Call transcript – customer interaction
3.1 MB · August 23, 2025· .pdf

> " A QA assessment that **used to take 90 minutes per case, now takes 15 minutes using Aveni Detect**.

Machine assessment of every interaction

Aveni Detect assesses customer interactions across billing, service, complaints and debt support using our NLP pipeline to identify key metrics across service quality, vulnerability handling, complaint precursors and conduct risk, enabling consistent QA at scale.
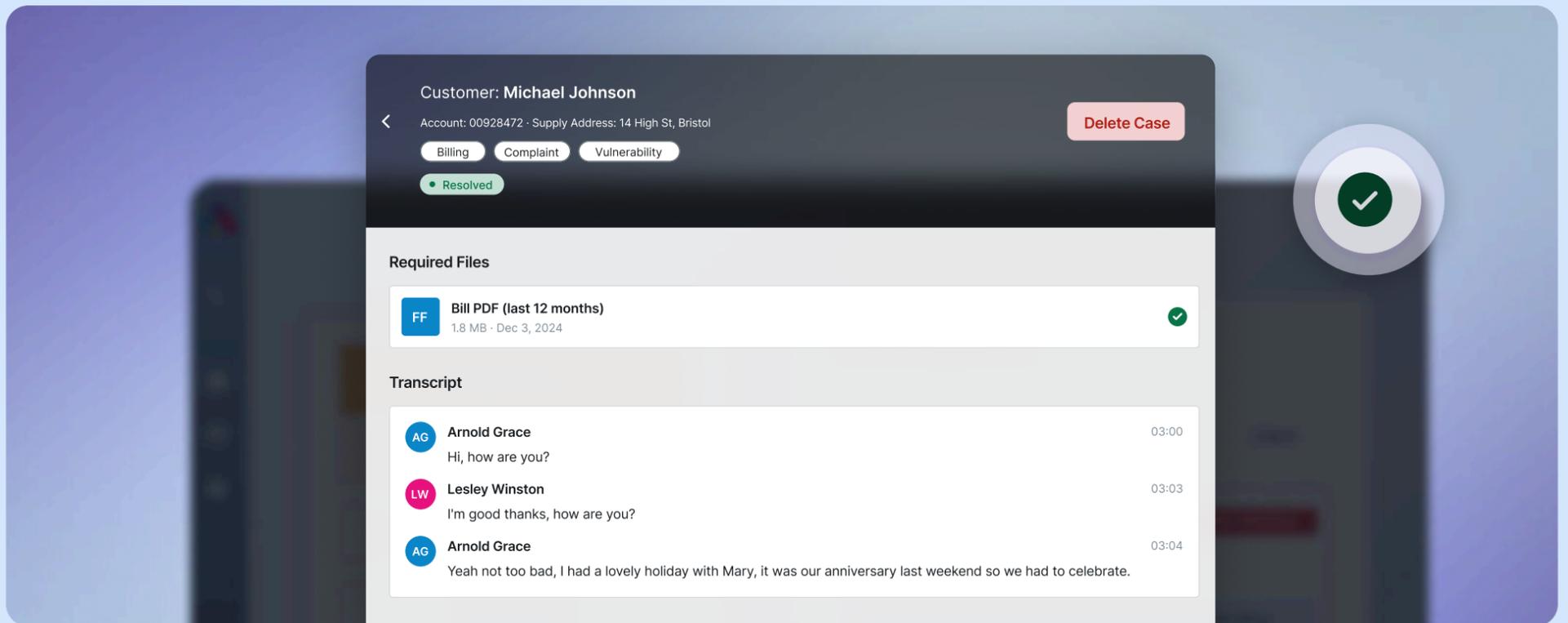
Automatic selection

Our selection algorithm automatically allocates interactions for human QA review based on vulnerability risk, complaints and conduct signals, ensuring assessors focus on exceptions, escalations and high-impact cases.

Rapid navigation

Aveni Detect presents interaction attributes in a structured workflow, helping QA teams quickly review accuracy, signposting, vulnerability support and key moments in the customer journey, improving consistency and reducing time per assessment.

Boost agent understanding and customer service performance through voice-driven insights

Customer: **Michael Johnson**

Account: 00928472 · Supply Address: 14 High St, Bristol

Billing   Complaint   Vulnerability

● Resolved

Delete Case

Required Files

FF   **Bill PDF (last 12 months)**
1.8 MB · Dec 3, 2024   ✓

Transcript

AG   **Arnold Grace**   03:00
Hi, how are you?

LW   **Lesley Winston**   03:03
I'm good thanks, how are you?

AG   **Arnold Grace**   03:04
Yeah not too bad, I had a lovely holiday with Mary, it was our anniversary last weekend so we had to celebrate.

> " My team were a little apprehensive at first, wondering what the AI would surface but when we started using it they loved it, it **makes for a totally different coaching experience**

Frictionless coaching

Our coaching algorithm assesses calls taken by an agent, automatically selects ones with the best training opportunities and presents them to supervisors, for a frictionless coaching experience.

Understand best in class

Accurately determine the skill in skilful conversations using metrics including filler words, knowledge gaps, hold reasons, overlaps and pauses, speaking time, clarity, and language.
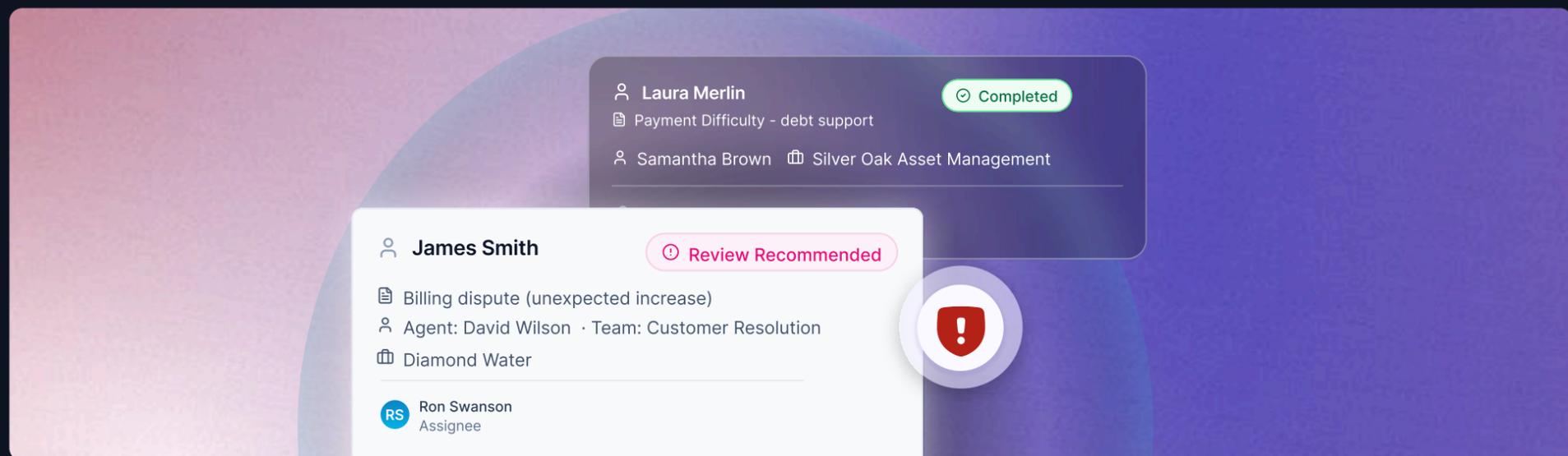
Deliver a better client experience

Higher performing teams result in more motivated staff, better business performance and increased customer satisfaction.

Our approach is **unique.**
Our scientists are **global leaders.**
Our **results speak for themselves.**

World leaders in the field

Handling natural language in numerous settings, with multiple topics and accents is challenging. Creating transformational products takes the leading minds in the field. Our team of scientists and engineers are regarded as world-leading NLP experts and are consistently ranked in the top 100 NLP Engineers globally.

Problem first approach

Your customers, culture, products and processes create a unique data footprint and problems to solve. We start by understanding these problems, then Aveni Detect uses your data to deliver exceptionally accurate results - an approach that far outperforms off the shelf competitors.

Human+

The real power of utilising AI in customer processes is in enabling people to perform better. Aveni Detect lets people do their jobs at the highest level. That means automating low value tasks and augmenting high value activity. Improved individual performance results in better business performance and increased customer satisfaction.

Continuous learning

Continuous learning creates continuous improvement. Aveni Detect takes input from all users to continually tune models and improve performance the more the platform is used, creating material competitive advantage over the long term.

Automated workflows

We replace manual, time-consuming and random sampling processes with automated selection algorithms. Whether selecting the most appropriate cases for Quality Assurance or the best learning opportunities for Agent coaching. Our platform learns based on your input and presents the optimal output so your teams never waste their time.

Genesys integrated

Seamless integration with Genesys at a flick of a switch. Simple and quick to turn on, our integration means all calls are automatically made available in Aveni for monitoring, analysis and triaged assessment for your QA team.

Automate QA.
Reduce risk.
Improve outcomes.

Book your Aveni Detect demo today.

aveni | hello@aveni.ai | aveni.ai