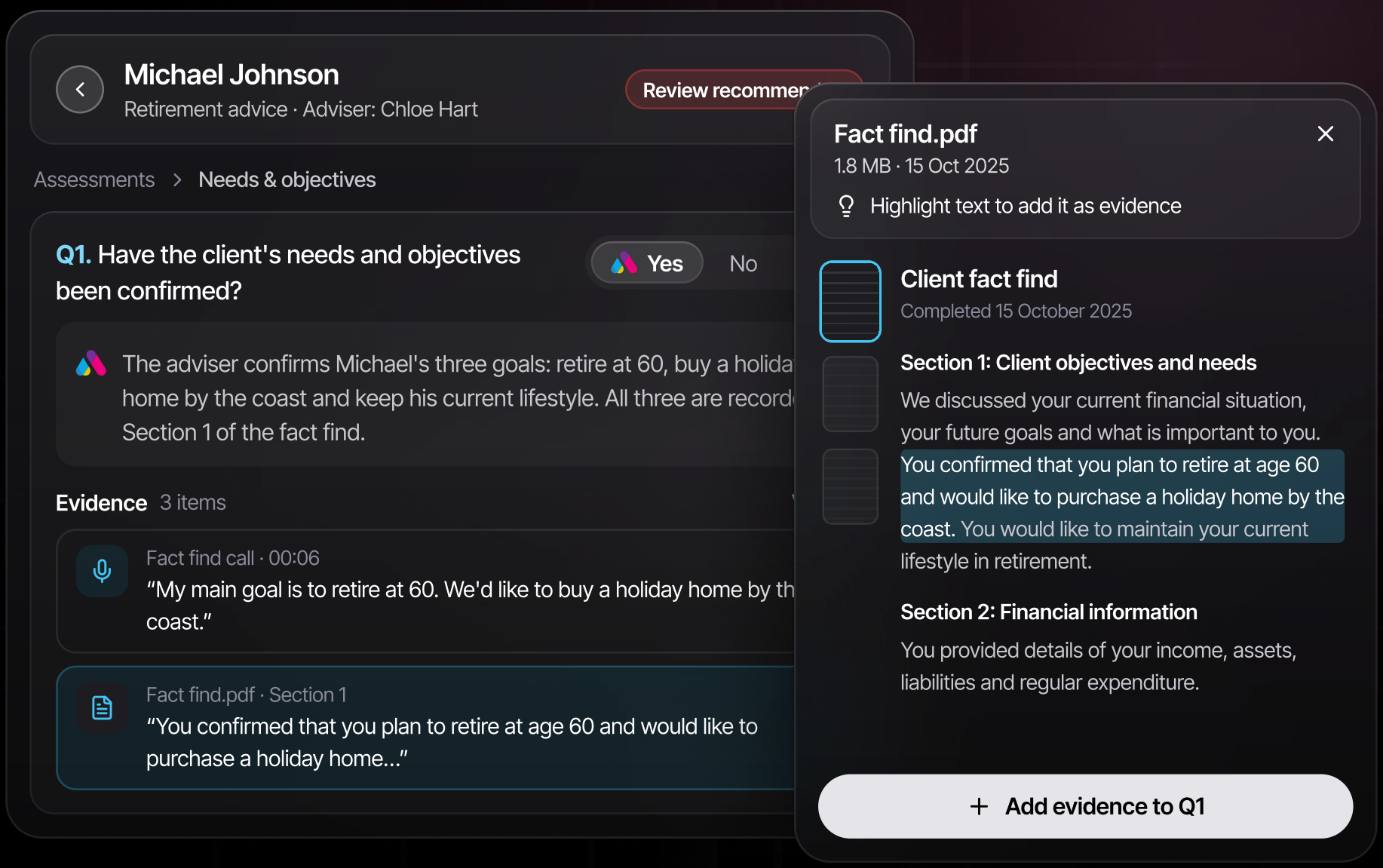
Aveni Detect and AI quality assurance platforms

A QA platform tells you how well your people performed. Detect does that too, then tells you whether the customer outcome was compliant, with the evidence to prove it.



Built on

FinLLM

Aveni's own large language model, built for UK financial services and trained with UK financial institutions. Configurable prompts read the conversation; FinLLM reasons in regulatory terms: suitability, vulnerability, disclosure and Consumer Duty.

AI quality assurance platforms

Aveni Detect

	AI quality assurance	Aveni Detect
What it is for	Improving quality review and coaching at scale	Evidencing compliant customer outcomes across regulated advice and service
Who relies on it	QA managers and customer experience leaders	Compliance, Risk, Conduct Risk and Consumer Duty owners
Unit of review	A single interaction, scored against a scorecard	The whole customer case: every interaction and document that led to the outcome
Evidence covered	Mainly customer interactions: calls, chat, tickets	Omnichannel: calls, emails, suitability reports, adviser notes and case files
How it assesses	General-purpose language models with configurable prompts and scorecards	FinLLM, our financial services language model, reasoning in UK regulatory terms
Market focus	Horizontal: financial services alongside retail, telecoms, travel and more	UK regulated financial services only
What you get out	Consistent quality scores, trends and coaching plans	Auditable evidence that a case met your policy and FCA expectations, plus lower regulatory risk you can demonstrate on request

QA answers

"How did the adviser perform?"

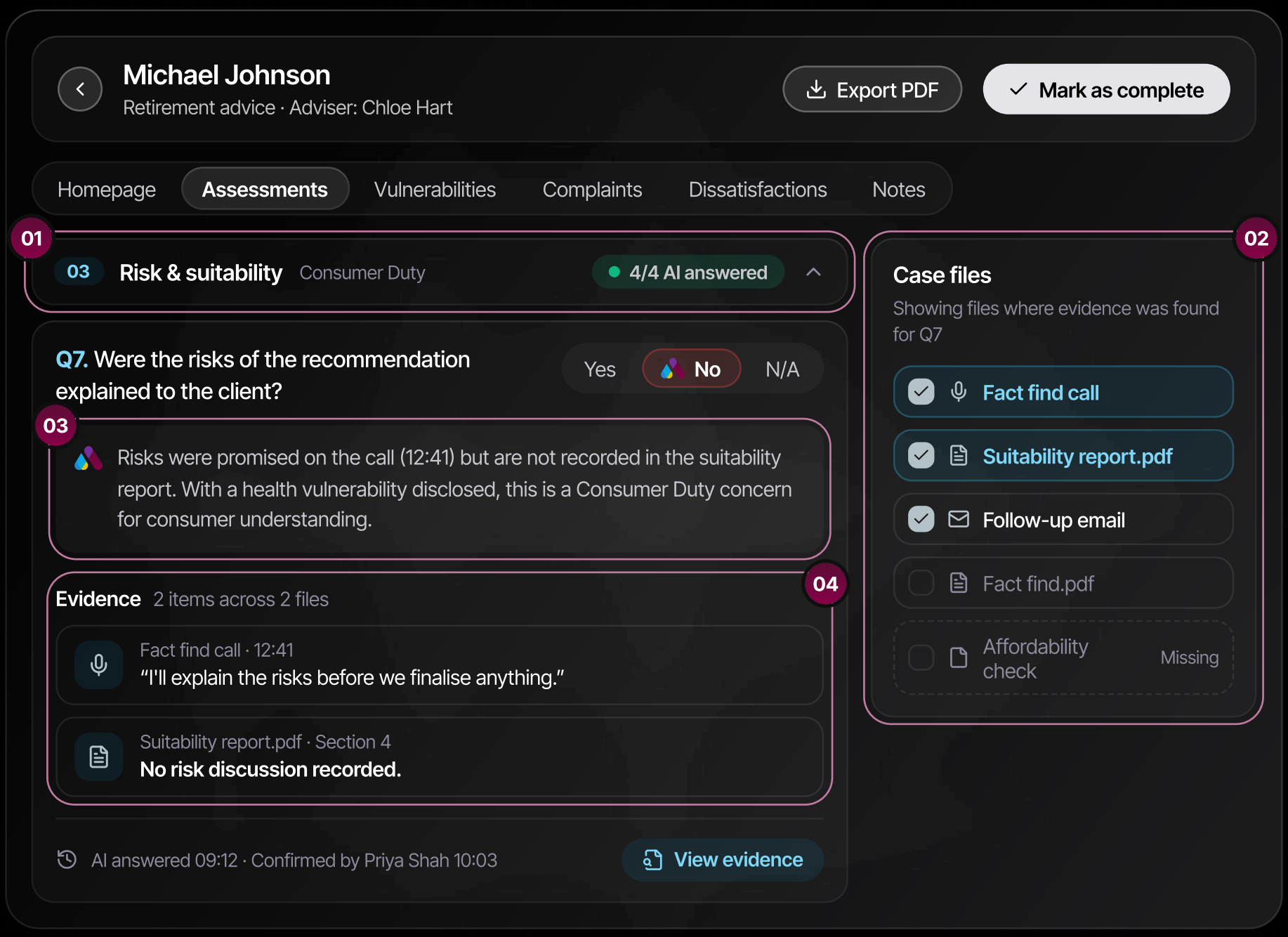
→

Detect answers

"Can the firm evidence that this case complied?"

Compliance-first, coaching included

Fig. 1 — Assessment view. The numbers on screen match the four points below.



01 **Compliance-first, coaching included**

Built around Consumer Duty, suitability, vulnerability and disclosure. The quality and coaching insight comes with it.

02 **The case, not the call**

Conversations, documents and the final recommendation are read together, so inconsistencies surface.

03 **Only UK regulated financial services**

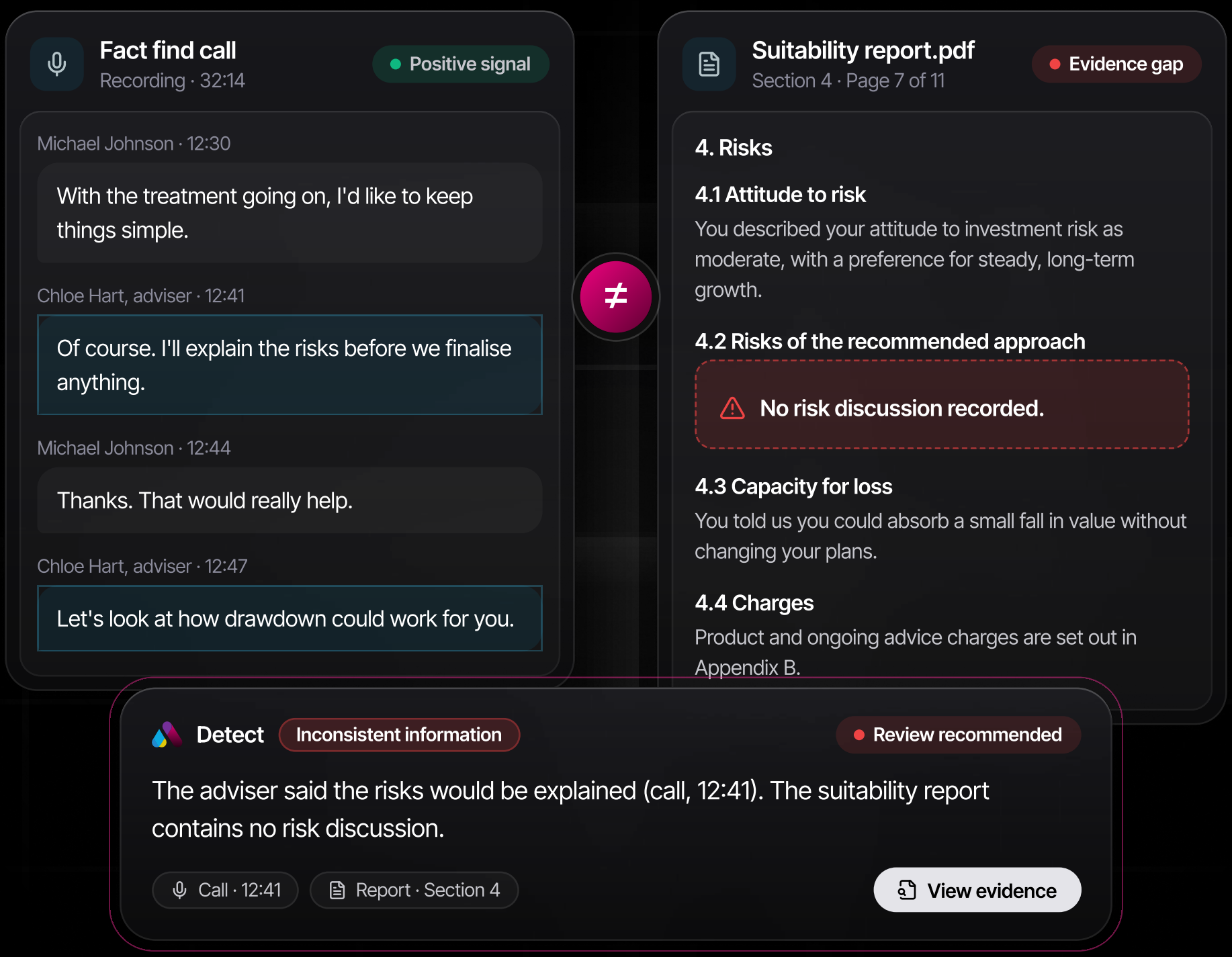
Not one vertical among retail, telecoms and travel. Regulated FS is the whole product.

04 **Evidence, not a score**

Output your second line can hand to an auditor, not a number that needs explaining.

What case-level review catches

Fig. 2 — A fact find call and its suitability report, read together as one case.



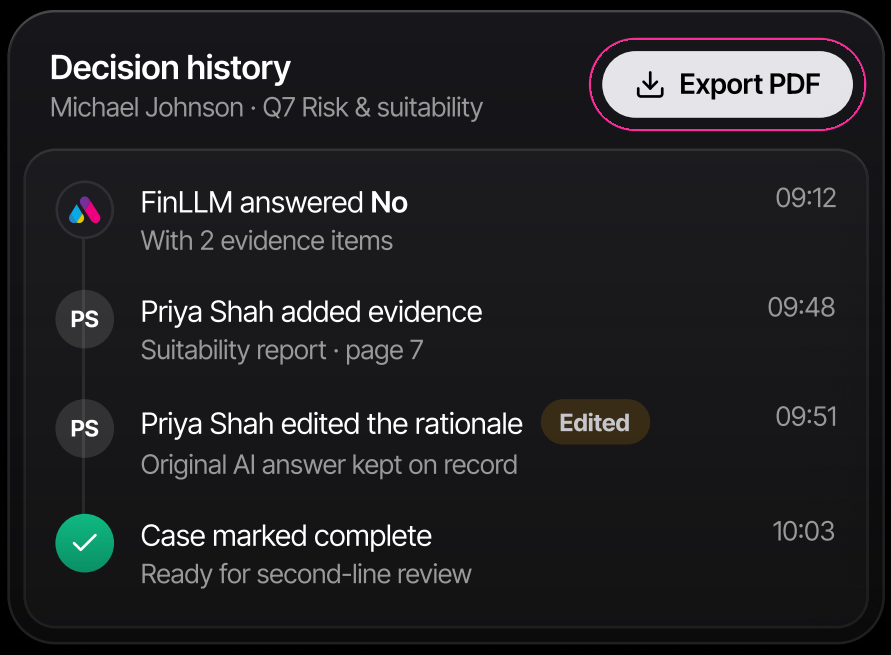
Reviewing the call alone scores it positively and the gap is never seen.

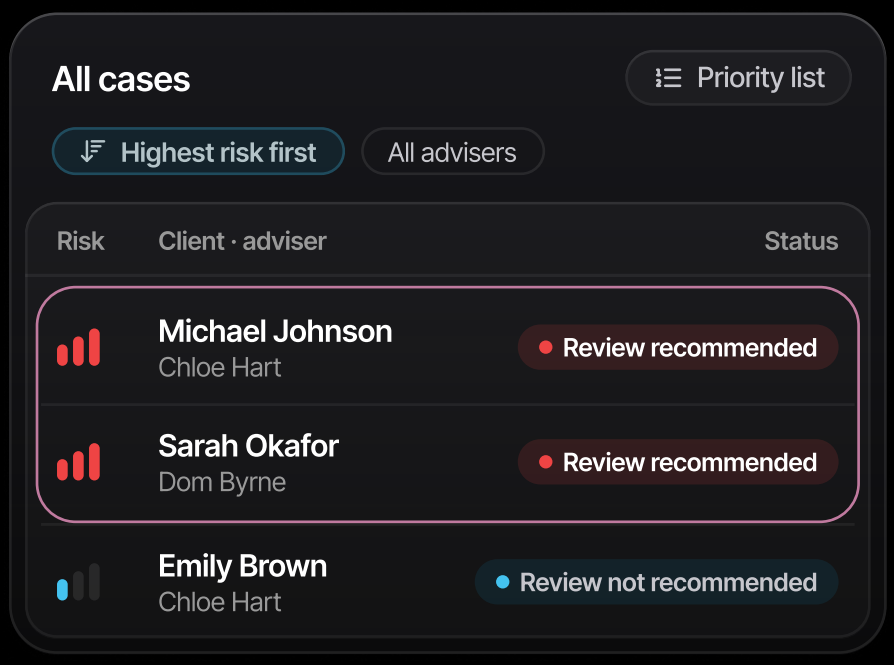
Detect compares evidence across the case and flags the inconsistency.

What this makes possible

01 Answer an FCA or internal audit request with case evidence rather than a sampling exercise.

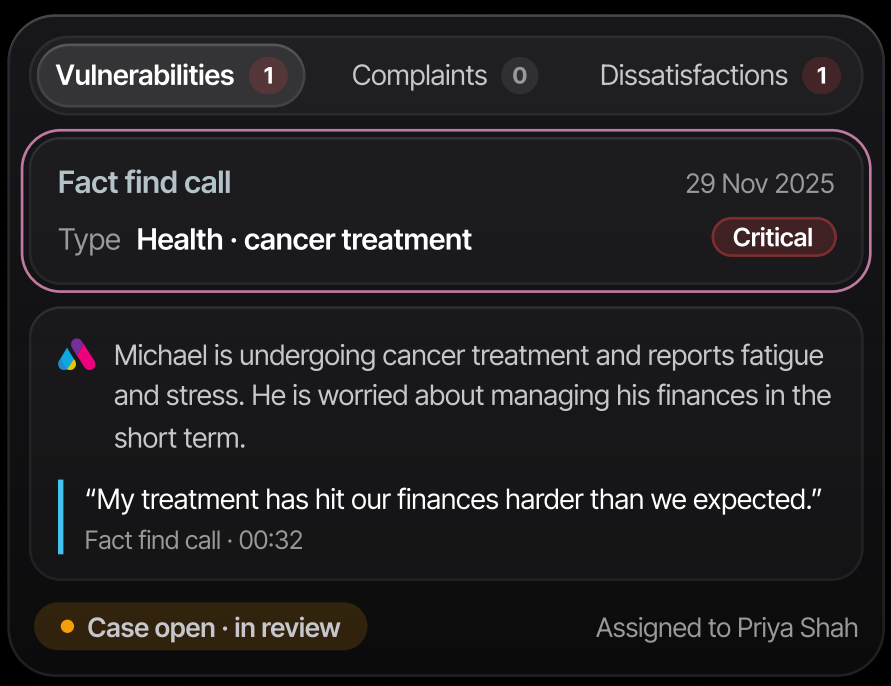
02 Review every case, not a monthly sample, without adding reviewers.

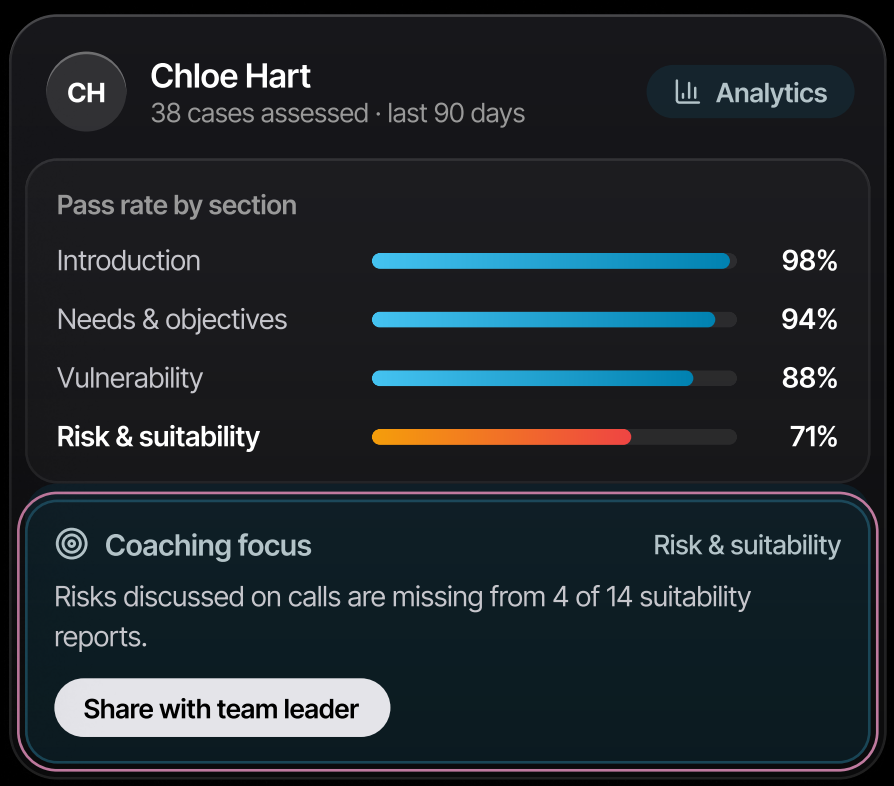




03 Spot conduct and vulnerability risk while the case is still open.

04 Keep the quality and coaching signal your supervisors already rely on.





Questions we are usually asked

01

Isn't this a QA tool with different labels?

Different team, different unit of review, different output. QA answers “how did the adviser perform?”. Detect answers that, and “can the firm evidence that this case complied?”

02

Couldn't we prompt our QA platform for compliance scorecards?

Configurable prompts capture conversational quality well, but they aren't maintained against UK regulatory expectations and read one interaction at a time, so risk sitting between a call and a report stays invisible.

03

Would we still need a separate QA platform?

In most cases, no. Detect covers the quality review, scorecards and coaching insight your QA team relies on, and adds case-level compliance evidence a QA platform cannot. Firms mid-contract run both, then consolidate.

aveni detect

aveni.ai

“AI quality assurance platforms” refers to standalone QA and coaching products such as MaestroQA, EvaluAgent, Scorebuddy and Observe.AI. Capabilities vary by vendor, package and release.