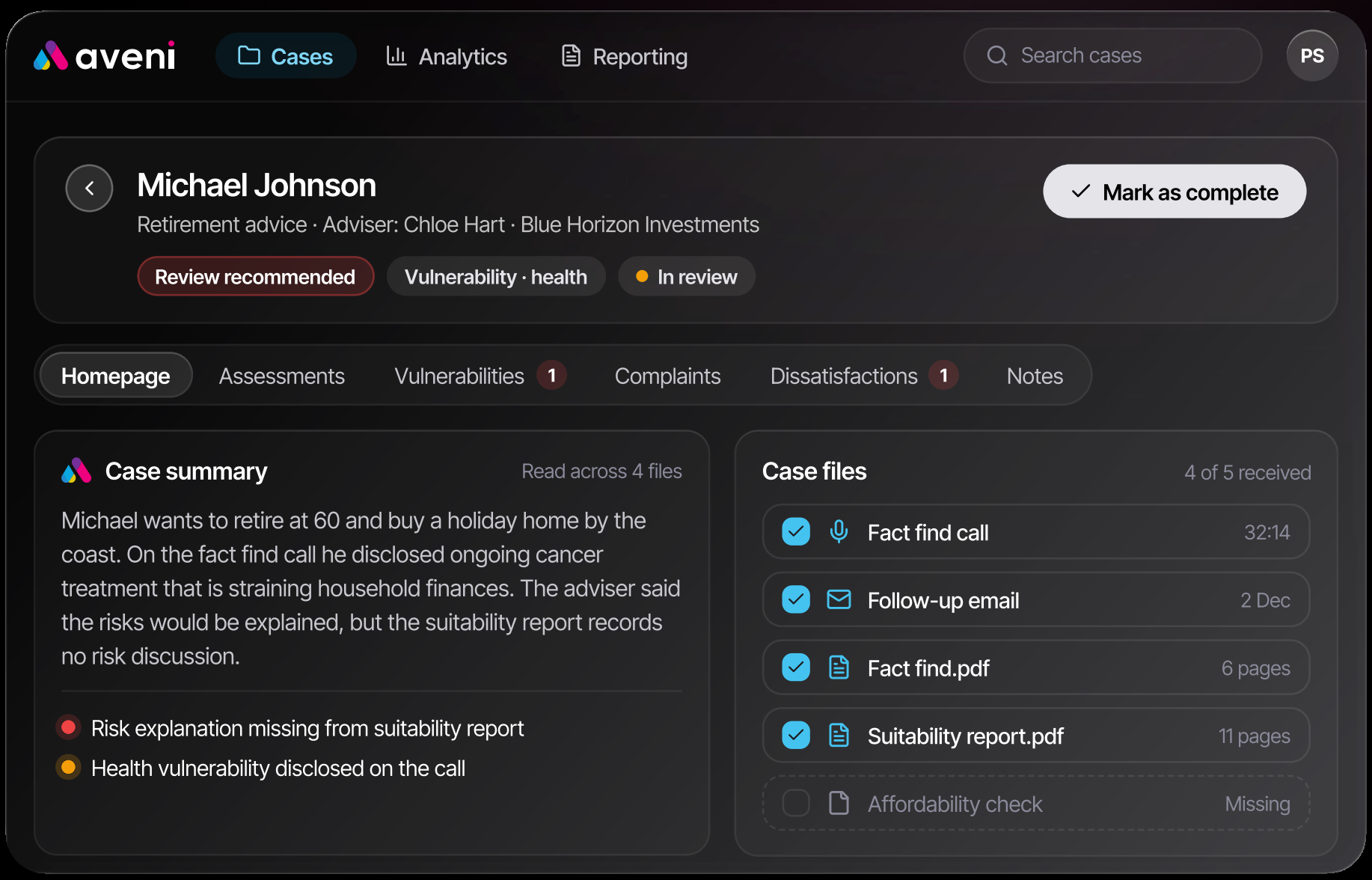
Aveni Detect and the QA built into your CCaaS platform

The QA module in your CCaaS (Contact Centre as a Service) platform tells you how well your people performed. Detect covers 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.

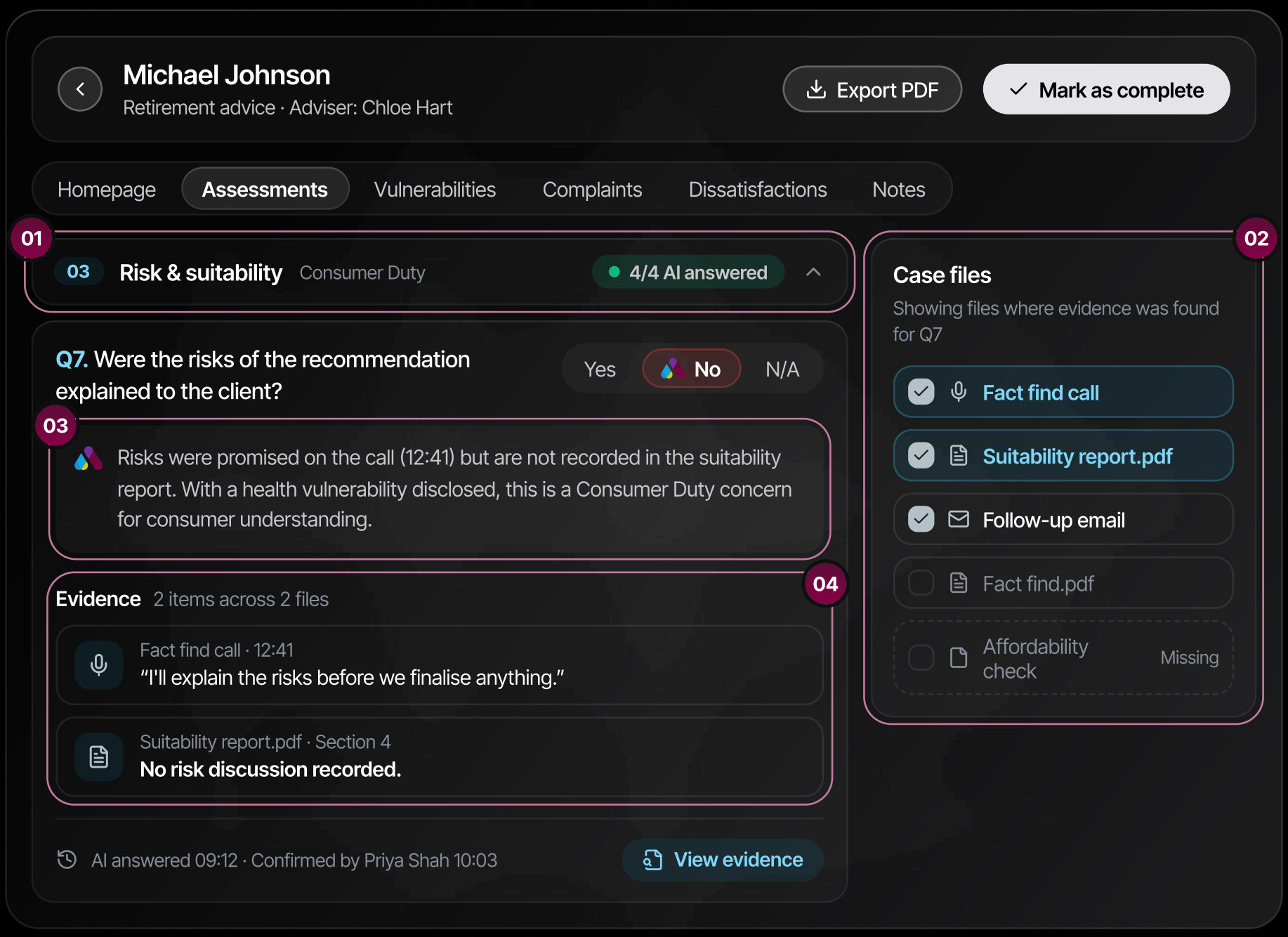
QA in your CCaaS platform

Aveni Detect

	CCaaS QA	Aveni Detect
What it is for	Improving contact centre operations and agent performance	Evidencing compliant customer outcomes across regulated advice and service
Who relies on it	Operations managers and team leaders	Compliance, Risk, Conduct Risk and Consumer Duty owners
Unit of review	A single interaction, usually a call	The whole customer case: every interaction and document that led to the outcome
Evidence covered	Mainly the voice and digital channels the platform captures	Omnichannel: calls, emails, suitability reports, adviser notes and case files
How it assesses	Speech analytics and keyword rules against a QA scorecard	FinLLM, our financial services language model, reasoning in UK regulatory terms
What you get out	An agent score, a trend and a coaching prompt	Auditable evidence that a case met your policy and FCA expectations, plus lower regulatory risk you can demonstrate on request

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**

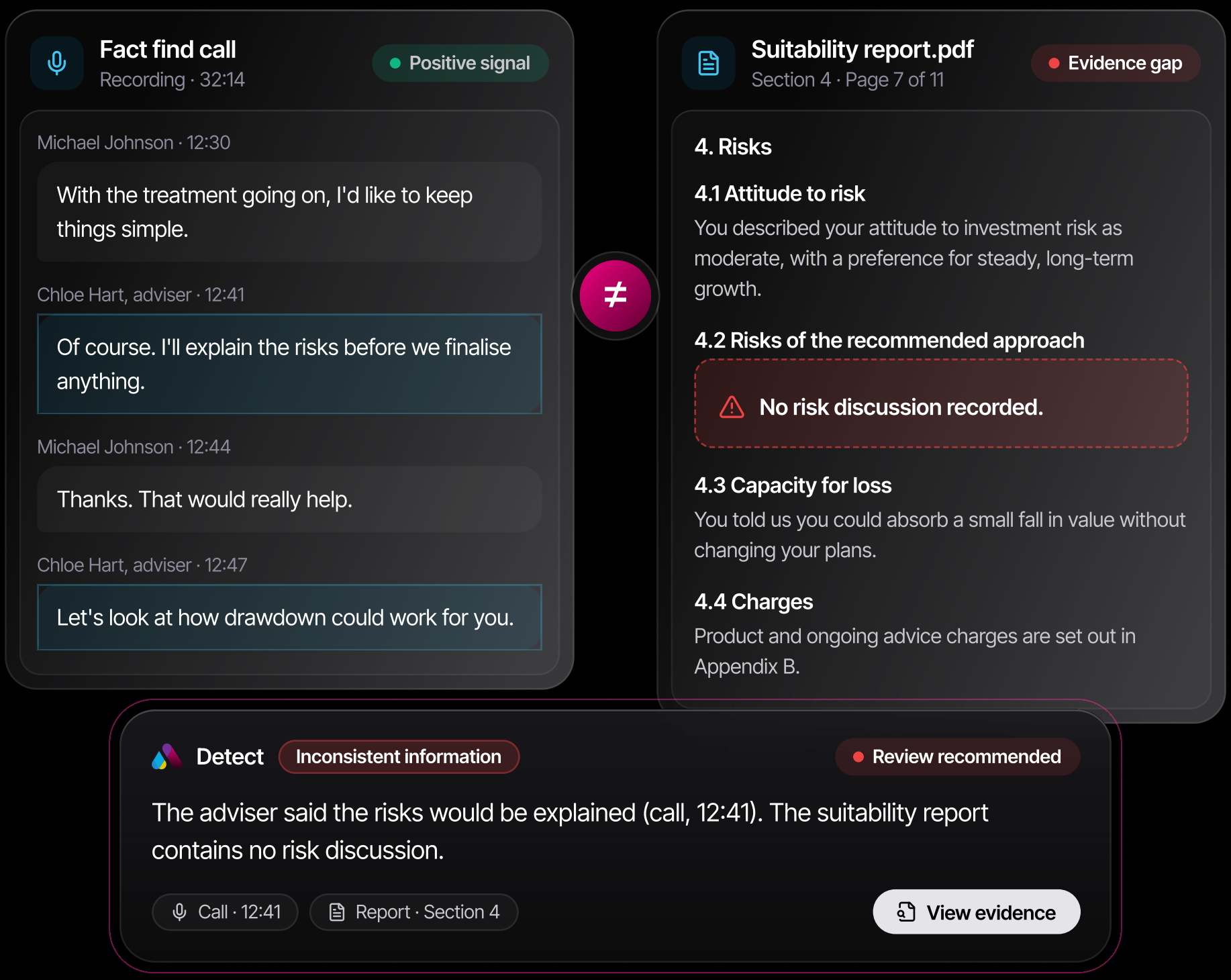
Not one vertical among retail, telecoms and travel. Regulated FS is the whole product.

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.



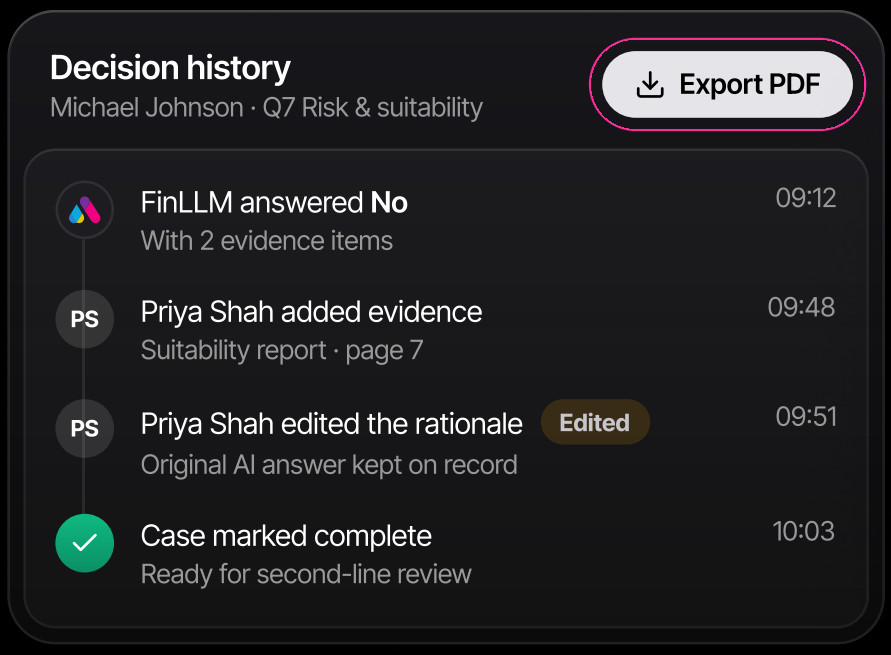
Reviewing the call alone scores it positively and the gap is never seen.

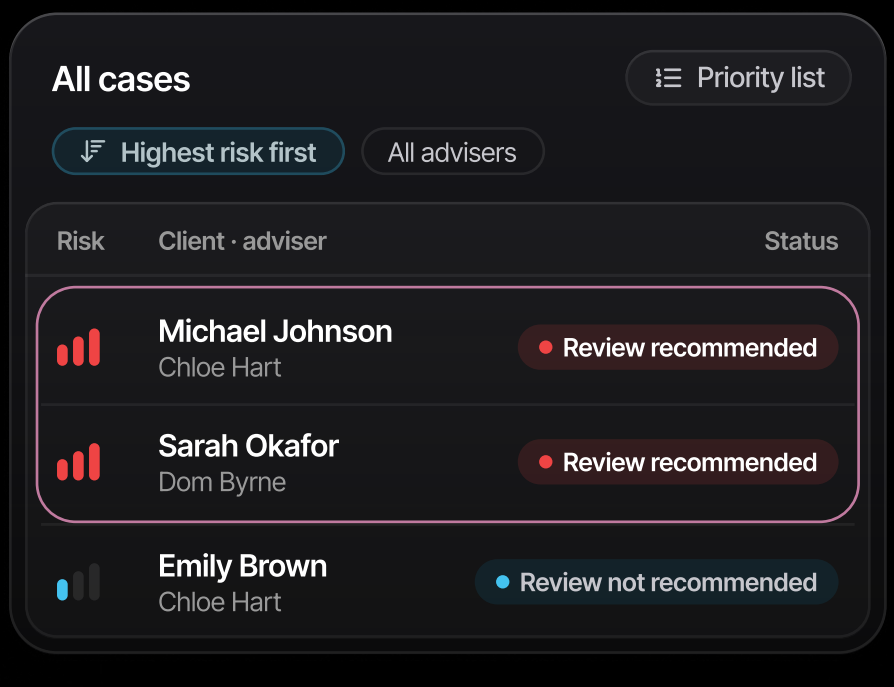
Detect compares evidence across the case and flags the inconsistency.

What this makes possible

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

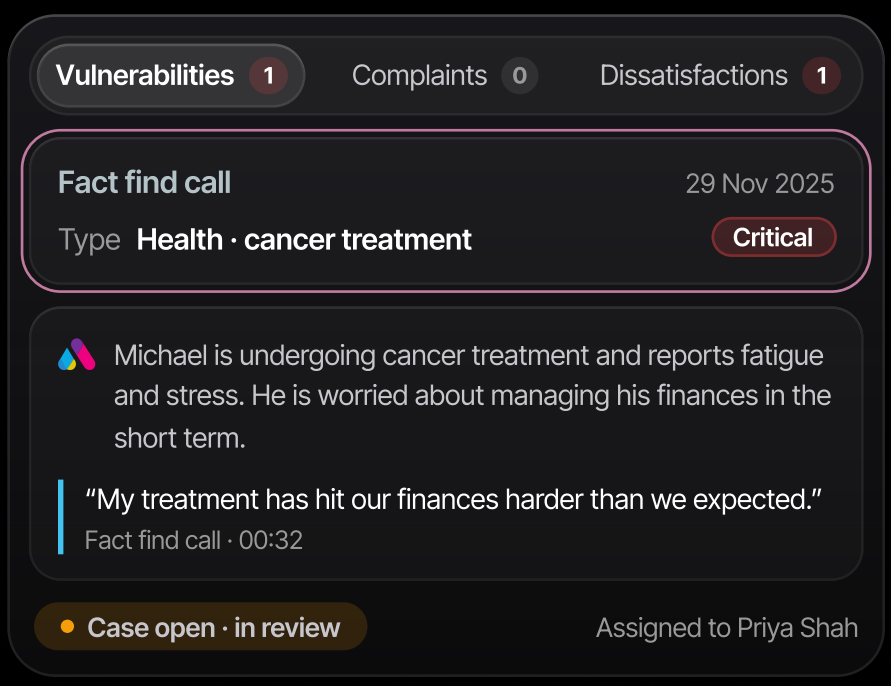
02 Review every case, not a monthly sample, without adding reviewers.

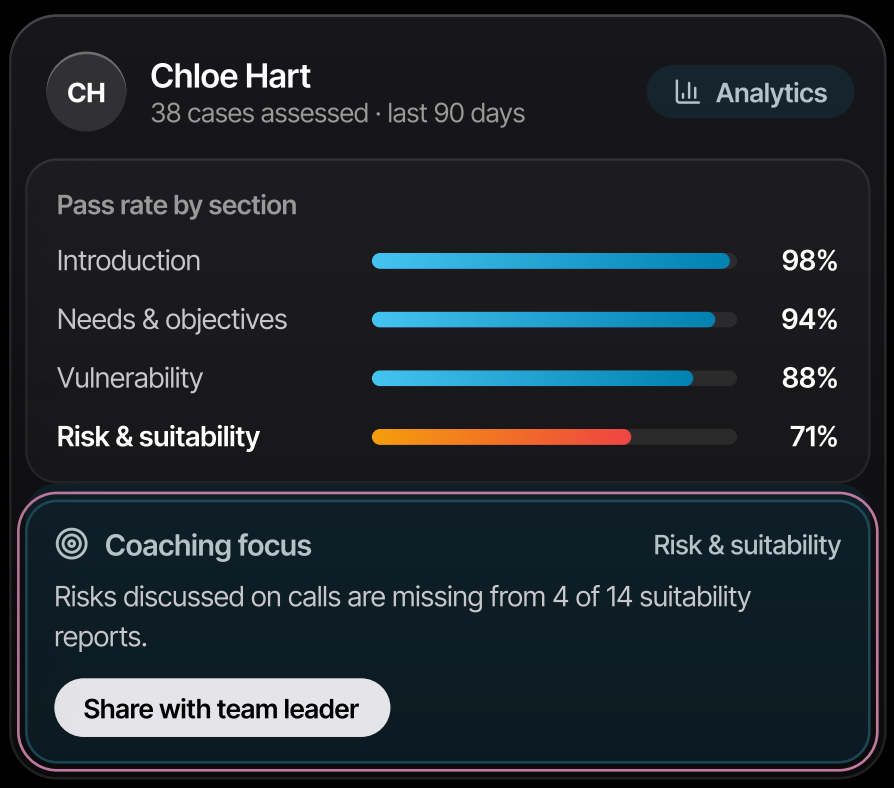




03 Spot conduct and vulnerability risk while the case is still open.

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





Questions we are usually asked

01

“We already run automated QA on 100% of calls.”

100% of calls is still none of the documents, emails and case outcomes. Coverage of one channel isn't coverage of a case, and the gaps between channels are what a regulatory review tends to find.

02

“QA is already included in our platform.”

It is, and it serves supervisors well. The question is who signs off your Consumer Duty evidence, and whether an agent scorecard is what they would want to defend as the audit trail.

03

“Would this replace anything we already have?”

Not your CCaaS platform. Recording, routing and telephony stay exactly where they are. A separate QA tool is a different question: Detect already covers quality review, scorecards and coaching insight, so most firms find they do not need one alongside it.

Evidence, not a score

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

aveni detect

