Consumer Duty

Automated assessment of Consumer Duty KPIs

Tired of manual compliance checks and unclear customer insights? Aveni Detect uses advanced NLP to analyse every interaction, automatically assessing Consumer Duty KPIs. Gain clear visibility into compliance, track trends, and benchmark against others. Identify areas for improvement, free up your team's time, and gather evidence for regulators with ease. Go beyond compliance: use data-driven insights to coach teams and personalise experiences, ultimately improving customer satisfaction. Focus on understanding your customers, not just managing data.

Drive Consumer Duty performance and deliver enhanced management information around the four key Consumer Duty themes:

Consumer Understanding

Are your customer teams supporting understanding during conversations? Aveni Detect measures efforts such as asking the right questions and clearly explaining terms to ensure that customers truly understand your product or service.
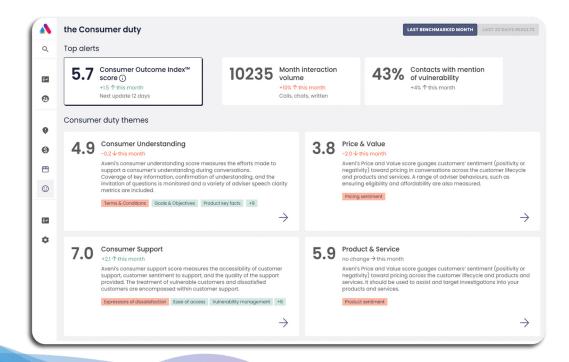
Price & Value

Gauge a customer's sentiment towards pricing, capture references to competition and wider market conditions. Track the reliability of adviser measures such as affordability and eligibility checks to ensure customers receive the value they are paying for.

Consumer Support

Measure accessibility, sentiment and the quality of support provided to customers as well as how their needs - especially those in vulnerable circumstances - change over time to ensure the suitability of products and service.

Product & Service

Gauge a customer's sentiment towards products and services throughout its life-cycle. Use this data to prioritise improvements to open and closed products ahead of Consumer Duty deadlines.

A new era of **data-driven assurance**

Embracing data-driven assurance will provide real competitive advantage as business decisions are powered by the customer voice and low-value tasks are automated allowing agents to focus on higher priority activity.

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

Increase coverage with a Machine Line of Defence

Automatically assess every customer interaction for a range of risks including complaints, conduct, mandatory statements and vulnerability. Use technology to decentralise the ownership of Consumer Duty and create a shared language throughout the business.

Reduce costs with Auto QA

Automatically triage high risk interactions for human assessment and steer QA time and effort to Consumer Duty outcomes and areas of concern as they emerge. Auto-complete QA forms and ensure assessor time is spent on the highest value activity for enhanced productivity.

Improve customer vulnerability identification

Our models identify potential vulnerabilities from every customer interaction, in-line with the framework set out in FG 21-1. Understand how trends in vulnerability change over time and let automated reporting drive rapid resolution and next best actions.

Drive culture change

Adopt the Consumer Outcomes Index as a key performance indicator of your advisers. Motivate performance that isn't purely based on fiscal achievement, but by doing right by your customers. Use the same 100% automated triage available for QA to help coaches find meaningful development opportunities, really bringing the Duty to life.

Executive engagement

Intuitive executive dashboards highlight Consumer Duty KPIs, thematic insights and provide opportunities to listen to essential customer interactions. Insights are directly linked to real calls so board members can illustrate their commitment at attestation every year, with ease.
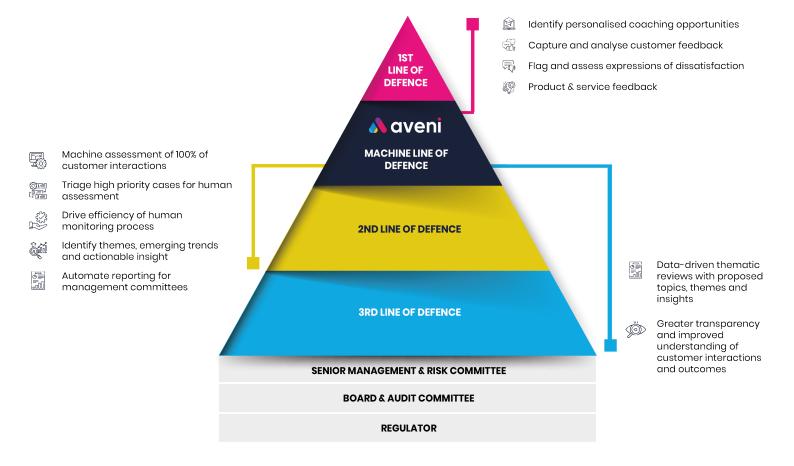
Consumer Duty benchmarking

Consumer Duty compliance can be anonymously benchmarked against competition across the four key Consumer Duty themes. Understand how consumer outcome indicators are trending over time and how your firm stacks up against its peers.

A Machine Line of Defence™ with
Aveni Detect

As Consumer Duty takes hold and regulation becomes more data-driven, Aveni acts as your 'Machine Line of Defence'. Our AI identifies risk and provides a true understanding of your customers and their outcomes. In addition to this paradigm shift in assurance, Aveni Detect transforms QA automation, enables new, engaging coaching experiences for customer teams and puts data-driven technology at the heart of your operating model.

1ST LINE OF DEFENCE

- Identify personalised coaching opportunities
- Capture and analyse customer feedback
- Flag and assess expressions of dissatisfaction
- Product & service feedback

MACHINE LINE OF DEFENCE

- Machine assessment of 100% of customer interactions
- Triage high priority cases for human assessment
- Drive efficiency of human monitoring process
- Identify themes, emerging trends and actionable insight
- Automate reporting for management committees

2ND LINE OF DEFENCE

3RD LINE OF DEFENCE

- Data-driven thematic reviews with proposed topics, themes and insights
- Greater transparency and improved understanding of customer interactions and outcomes

SENIOR MANAGEMENT & RISK COMMITTEE

BOARD & AUDIT COMMITTEE

REGULATOR

Consumer Duty : Free Aveni Trial

Use Aveni Detect to uncover the gaps in your data.

See how Aveni Detect can help you meet your Consumer Duty requirements by identifying where the gaps are in your data, business process and control framework.

Get in touch with our team to discuss: sales@aveni.ai