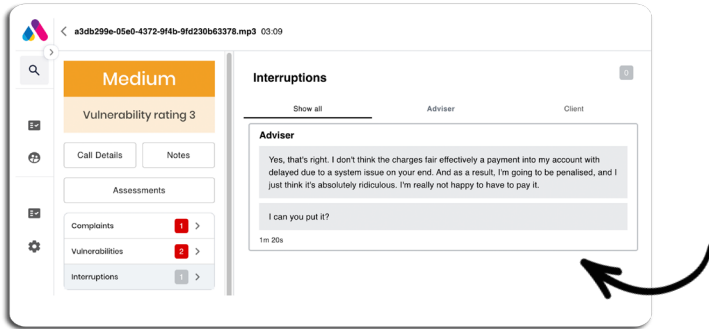# CONSUMER DUTY
AGENT PERFORMANCE & COACHING

01 Aveni Detect can automatically monitor and analyse every customer call using cutting edge Machine Learning and NLP technology to detect potential agent coaching opportunities as well as conduct risks.
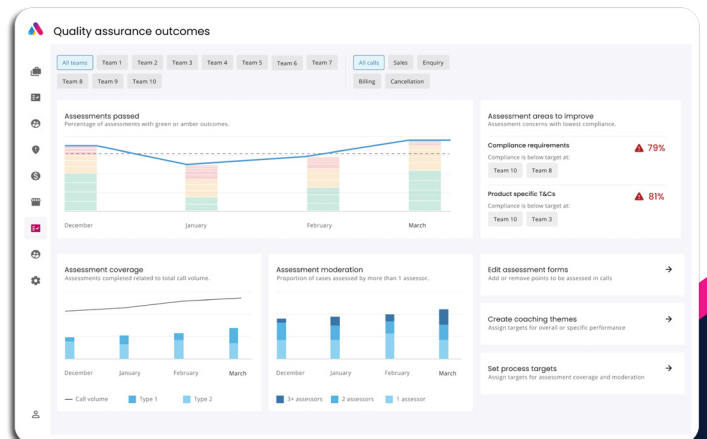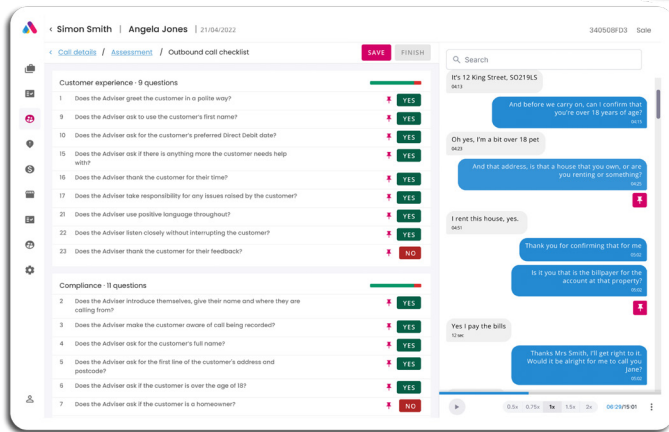
02 Team managers can see, at a glance, how individuals in their team are performing as well as team performance across the organisation.
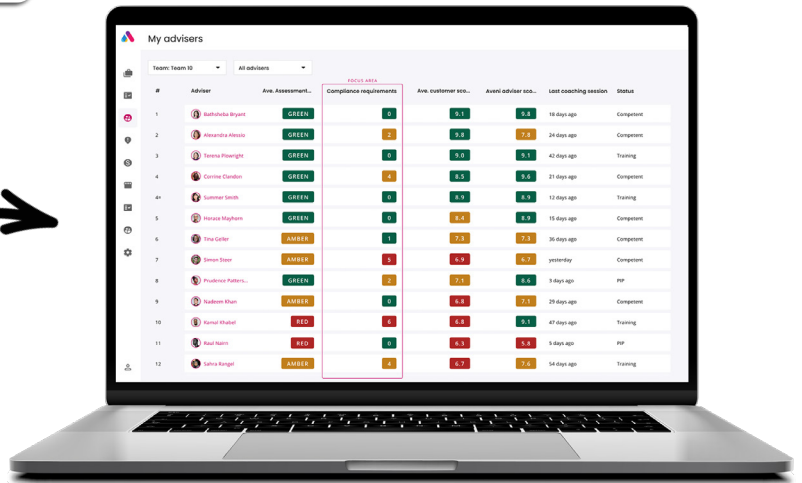
03 Drill into factors such as number of holds, pauses, talk time and filler words to discover the skill in skilful conversations and empower agents by giving them a personalised dashboard to learn and improve on-the-go.

04 Use deeper agent insights to drive more engaging coaching opportunities to enhance customer experience and outcomes. Compare conversations against best practice and company tone for ongoing improvement.

hello@aveni.ai