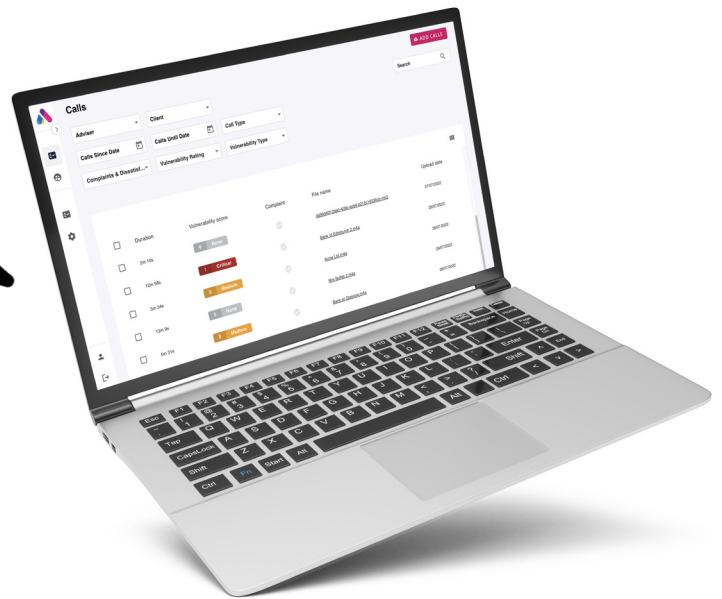


CONSUMER DUTY

A MACHINE LINE OF DEFENCE WITH AUTO QA



01 Aveni Detect automatically monitors and analyses every customer interaction using cutting edge Machine Learning and NLP technology to detect a range of risks.



02 Using advanced algorithms, Aveni Detect assigns a score to every call based on risks such as conduct, vulnerability, complaints etc.

<input type="checkbox"/>	Duration	Vulnerability score	Complaint	File name	Upload date
<input type="checkbox"/>	12m 58s	1 Critical	<input type="checkbox"/>	Bank of Edinburgh 2.m4a	30/09/2022
<input type="checkbox"/>	4m 2s	3 Medium	<input checked="" type="checkbox"/>	Bank of Edinburgh.m4a	30/09/2022
<input type="checkbox"/>	5m 34s	3 Medium	<input type="checkbox"/>	Acme Ltd.m4a	28/07/2022
<input type="checkbox"/>	5m 31s	3 Medium	<input type="checkbox"/>	Bank of Glasgow.m4a	30/09/2022
<input type="checkbox"/>	2m 43s	2 Low	<input type="checkbox"/>	32ad955a-59a0-4f78-8f9d-f3134626bab3.mp3	10:57 today
<input type="checkbox"/>	1h 30m 43s	2 Low	<input checked="" type="checkbox"/>	Fact_Find_Part 2.m4a	30/09/2022
<input type="checkbox"/>	3m 6s	1 Marginal	<input type="checkbox"/>	fc968e69-c021-478a-acbf-4a201f9a3383.mp3	03/10/2022

03 Depending on the risk score, calls are triaged for human assessment ensuring the highest risk cases are prioritised for review.

04 Aveni Detect's Auto QA functionality automatically completes QA assessments directly from the customer voice, significantly boosting efficiency for QA teams.

1	Does the Adviser greet the customer in a polite way?	<input checked="" type="checkbox"/> YES
2	Does the Adviser introduce themselves, give their name and where they are calling from?	<input checked="" type="checkbox"/> YES
3	Does the Adviser make the customer aware of call being recorded?	<input checked="" type="checkbox"/> YES
4	Does the Adviser ask for the customer's full name?	<input checked="" type="checkbox"/> YES
5	Does the Adviser ask for the first line of the customer's address and postcode?	<input checked="" type="checkbox"/> YES
6	Does the Adviser ask if the customer is over the age of 18?	<input checked="" type="checkbox"/> YES
7	Does the Adviser ask if the customer is the homeowner?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A
	* Quotes you've pinned from the call: And that address, is that a house that you own, or are you renting or something?	
8	Does the Adviser ask if they are speaking with the Account holder?	<input type="checkbox"/>

05 Use deeper insights and reporting to drive improvements in multiple areas of your organisation from product and service development and customer experience to coaching and development.