

# Omilia Workforce AI

## AI-Powered Call Quality Management

### Transform Every Conversation into a Quality Insight

Omilia Workforce AI™ leverages Generative AI to automate the analysis of live and recorded customer calls across voice, chat and digital channels. It provides a customer experience X-ray to uncover precise and actionable insights into where and how a call can be improved to increase customer satisfaction.

### Key Benefits

#### Increase Efficiency

Automate call reviews, scoring, and agent coaching to cover 100% of calls.

#### Enhance Customer Experience

Identify and resolve friction points to reduce effort and frustration.

#### Boost Retention & Revenue

Detect churn risks early and coach agents to retain customers.

#### Improve Compliance & QA

Ensure adherence to policies while making auditing scalable.

#### Empower AI-Driven Self-Service

Use insights from real interactions to train AI assistants for better automation.

#### Optimize Workforce Performance

Identify coaching opportunities and train agents in real-time.

# Omilia Workforce AI helps stakeholders and teams throughout the contact center.



## Contact Center Managers

Optimize operations with comprehensive interaction analysis

- Omilia Workforce AI provides insights into agent performance and customer interactions.
- AI-driven analytics help to identify coaching needs, process inefficiencies, and compliance risks. This helps managers to quickly and efficiently identify and resolve customer service issues. Which leads to better call resolution rates, reduced escalations, and improved customer satisfaction.



## Quality Assurance Teams

Streamline evaluations & pinpoint training needs efficiently

- With AI-powered automation, manual call monitoring is eliminated ensuring faster, more accurate evaluations.
- Compliance adherence, objection handling, and sentiment trends can be tracked effortlessly.
- Instead of reviewing random samples, you can focus on high-impact calls improving efficiency and decision-making in agent evaluations and reducing the workload for quality assurance teams.



## Agents

Empowered for self-improvement and career growth

- Agents receive real-time feedback and AI-driven coaching to improve their communication, script adherence, and problem-solving skills.
- Automated call evaluations provide clear insights on their strengths and areas for improvement, reducing uncertainty.
- This personalized training boosts agent confidence, efficiency, and performance, leading to higher customer satisfaction, better call outcomes, and career growth opportunities for agents.

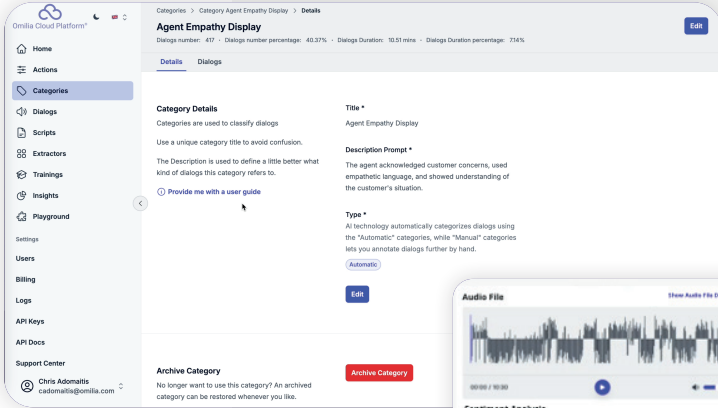


## Customer Experience Leaders

Enhance customer satisfaction with deep insights into their needs

- AI-driven insights help personalize customer interactions for better engagement.
- Ensure consistent, high-quality interactions that enhance customer experience.
- Sentiment analysis and predictive analytics uncover pain points, allowing for proactive service improvements, reduced churn, and stronger customer loyalty.

# Features & Benefits



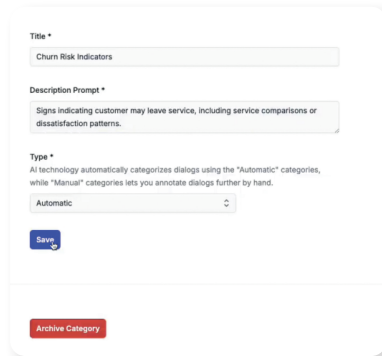
## Sentiment Analysis

- AI-powered sentiment analysis detects positive and negative sentiment from both customers and agents.
- Highlights specific points in conversations where sentiment shifts occur.
- Uncovers trends in customer sentiment, objections, and complaints, to assess satisfaction and enable proactive service improvements.



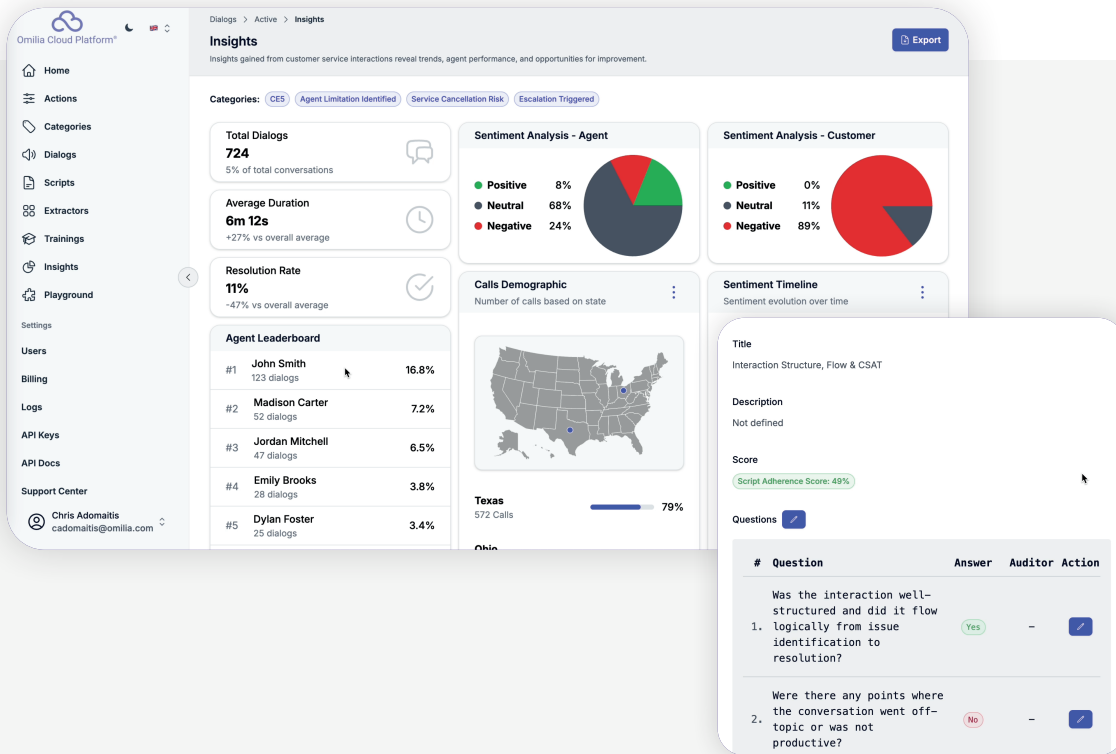
## Churn Risk Detection

- Identifies customers at risk of leaving the service based on patterns of dissatisfaction.
- Flags mentions of competitors or repeated complaints.
- Detects escalation triggers to enhance issue resolution.



## Automated Call Summarization & Categorization

- Generates AI-driven editable call summaries to streamline post-call processing, reviews and issue resolution, reducing the time spent on manual quality monitoring.
- Automatically categorizes and tags calls based on e.g., customer complaints, empathy displayed by agents, and churn risk indicators.
- New categories and tags can be added for, e.g., failed issue resolution, high customer effort, and calls can be retagged on the fly.



### Quality Scoring & Coaching

- Assesses 100% of interactions, compared to the 1% typically reviewed manually, to evaluate script adherence and agent behaviors, such as objection handling, personalization, and rapport-building.
- With AI-driven interaction analysis it focuses on high-impact calls rather than random sampling and pinpoints where agents can improve or need additional coaching.
- It grades customer interactions and allocates Customer Effort Scores (CES) on a 1-5 scale, from seamless to highly frustrating. And it detects friction points like long holds, transfers, repetition, and escalations.
- Automates quality evaluations using true/false statements and ranking systems
- Uses AI insights from top-performing agents to coach live agents in real-time and suggests effective responses based on historical best practices.
- Lowers operational costs by optimizing agent training and minimizing quality-related disputes.



### Automated Action & Data Workflow Triggers

- Extracts key insights from calls to open tickets for follow-up actions.
- Effortlessly extracts and exports data such as customer contact information, purchase history, recent activity, using out-of-the-box RESTful APIs to connect to existing CRM, ERP and back-office systems.
- Flags potential fraud indicators for further investigation.



### Customizable Redaction

- Redacts sensitive data (PII) automatically in AI-analyzed transcripts to ensure compliance with data security standards.
- Customize and set specific parameters and keywords for automated redaction or manually edit sections.



### Multilingual Transcriptions

- Provides accurate translations in over 50 languages, enabling quality managers to monitor calls in languages they don't speak.
- Accurate multilingual transcription and translation in over 50 languages improve quality assurance by enabling quality managers to monitor calls in languages they don't speak.
- By streamlining call reviews without the need for multilingual staff, contact centers achieve greater efficiency and cost savings, reducing reliance on human translators.
- This solution also enhances scalability, supporting global operations seamlessly while unifying workflows for a more efficient and consistent contact center experience.



### Compliance & Risk Mitigation

Omilia Workforce AI automates and streamlines compliance monitoring and ensures regulatory and policy adherence to reduce risk exposure. AI detects script adherence, sensitive data leaks, and policy violations, ensuring calls meet legal and internal standards.

- Ensures agents adhere to industry regulations (e.g., PCI, GDPR) with built-in compliance checks.
- Provides redaction tools to safeguard sensitive customer data.
- Monitors script adherence to ensure legal and policy compliance in interactions.

## Closing the Feedback Loop in the Contact Center

The benefits are exponential

Omilia Workforce AI is a game changer. Unlike traditional QA solutions, it utilizes the same intelligence that drives Omilia Conversational IVR and Conversational Chat self-service solutions to power a closed feedback loop that continuously improves Conversational self-service components.

Omilia Workforce AI ensures the intelligence from every call is captured and used so that both the Self-Serve and Agent Assist models benefit from this invaluable 360-degree feedback loop.

Workforce AI analyzes 100% of customer conversations and seamlessly feeds this data into the Omilia Cloud Platform.

Data from every customer interaction in Workforce AI constantly informs Agent Assist. Agent Assist then uses these insights to provide real-time coaching to agents.

GenAI-powered design tool, Pathfinder™ extracts new Intents and Flows, to continuously improve self-service applications.

Intelligence from Omilia Conversational IVR and Conversational Chat self-service solutions feed the closed loop to continuously improve self-service applications.

Omilia is a Conversational AI pioneer, delivering the highest quality, automated voice and chat solutions for Customer Service. Omilia owns and provides state-of-the-art technology in Conversational AI, enabling clients to improve their customer experience, shorten response times, and reduce costs. The Omilia Cloud offering allows businesses to effortlessly identify, authenticate, and serve customers across any channel, with ready-to-go integrations, and pre-built solutions trained for specific use cases.

Omilia Natural Language Solutions Ltd. Inomenon Ethnon 50, Thekla Konteatis Court, Off. 41, 6042, Larnaca, Cyprus  
[omilia.com](https://omilia.com) | [hello@omilia.com](mailto:hello@omilia.com)

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