NCS Ins8

Conversational AI for non-native English

Call centre suite

Ins8 understands Singlish & its multi-cultural dynamics

Gets what you mean
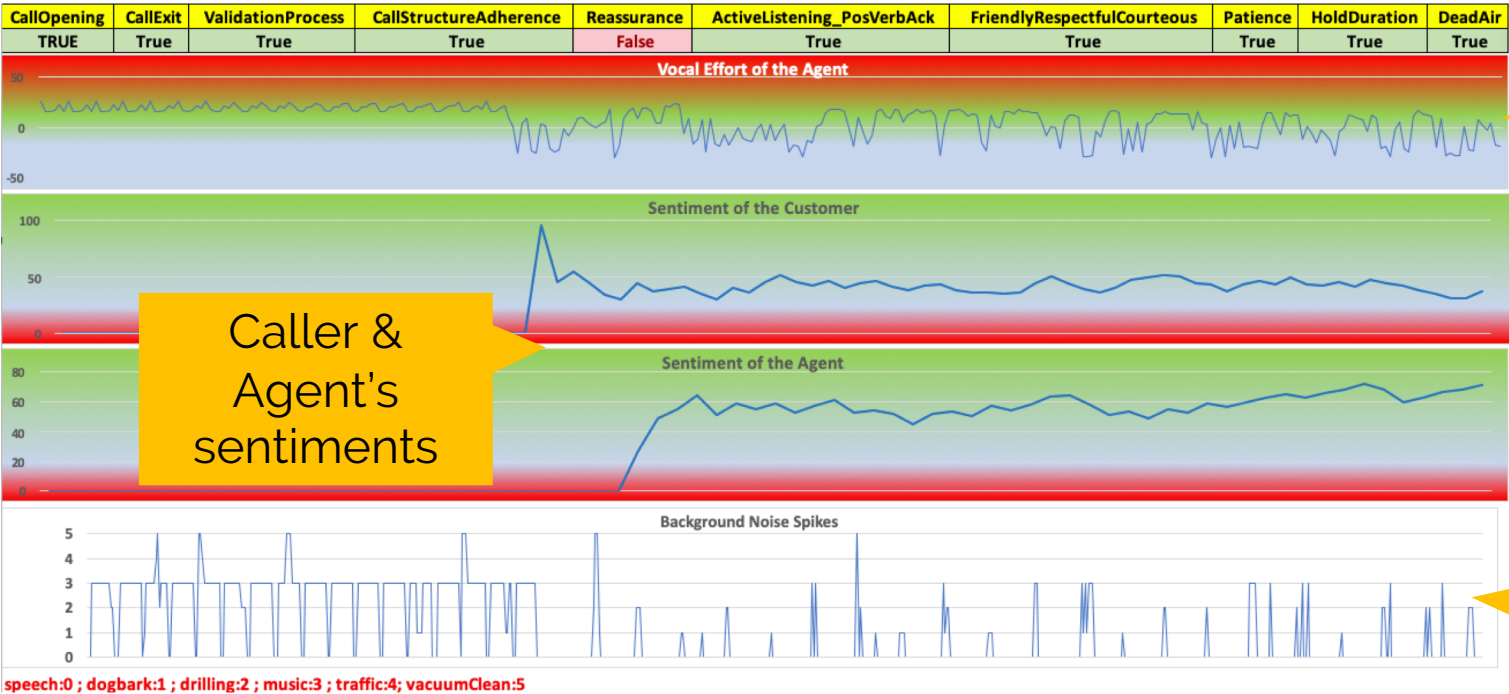
Gets your local accent

Show you what you need

Ins8 is a localised and contextualised conversational AI engine for SEA, wholly developed by NCS

Every second of every call is captured

CallOpening	CallExit	ValidationProcess	CallStructureAdherence	Reassurance	ActiveListening_PosVerbAck	FriendlyRespectfulCourteous	Patience	HoldDuration	DeadAir
TRUE	True	True	True	False	True	True	True	True	True

Business requirement adherence

Agent's speaking tone

Vocal Effort of the Agent

Sentiment of the Customer

Caller & Agent's sentiments

Sentiment of the Agent

Background Noise Spikes

speech:0 ; dogbark:1 ; drilling:2 ; music:3 ; traffic:4; vacuumClean:5

Different types of background noices

Ins8 provides insights into each call, either real time or processed in batches

Elevate customer excellence scores with Ins8 call centre suite

Ins8 Call Audit

Analyse 100& of calls, no assumptions
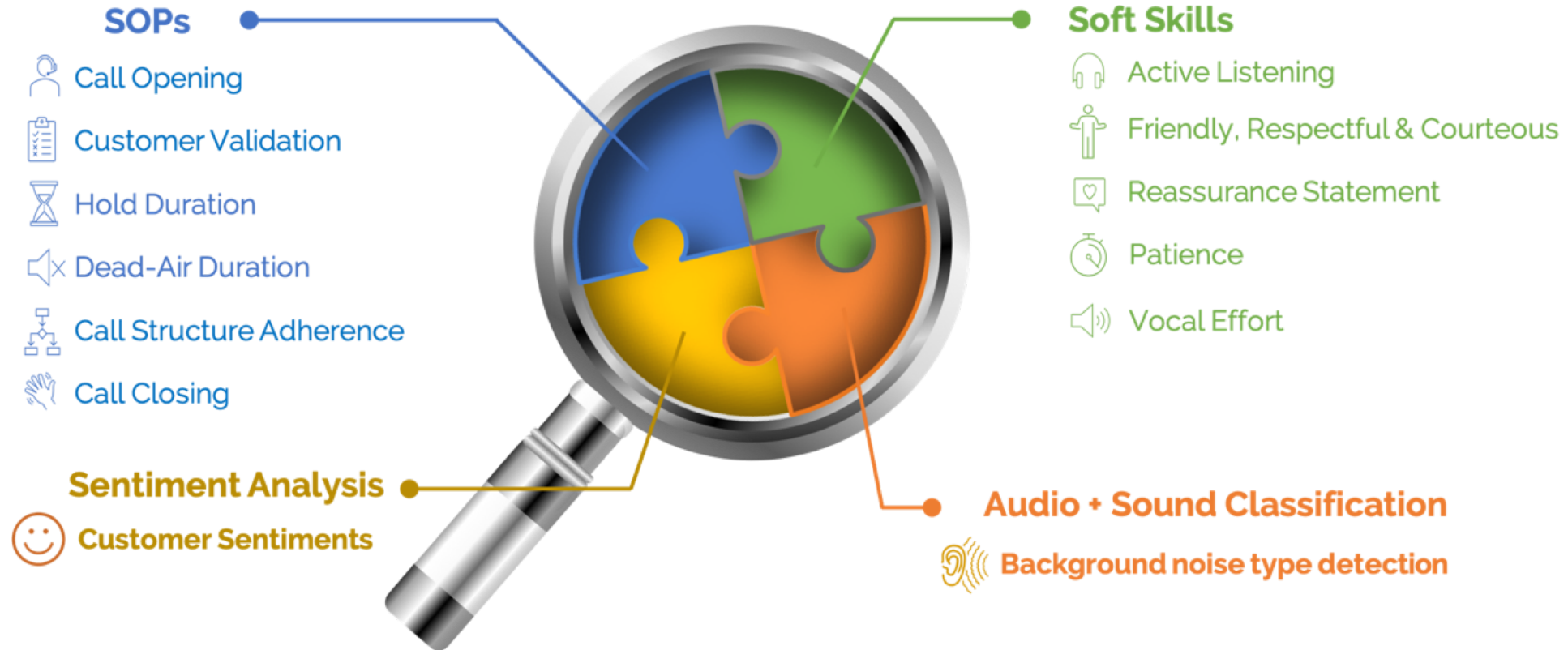

Ins8 Live Reminder

Live reminder at slipped moments
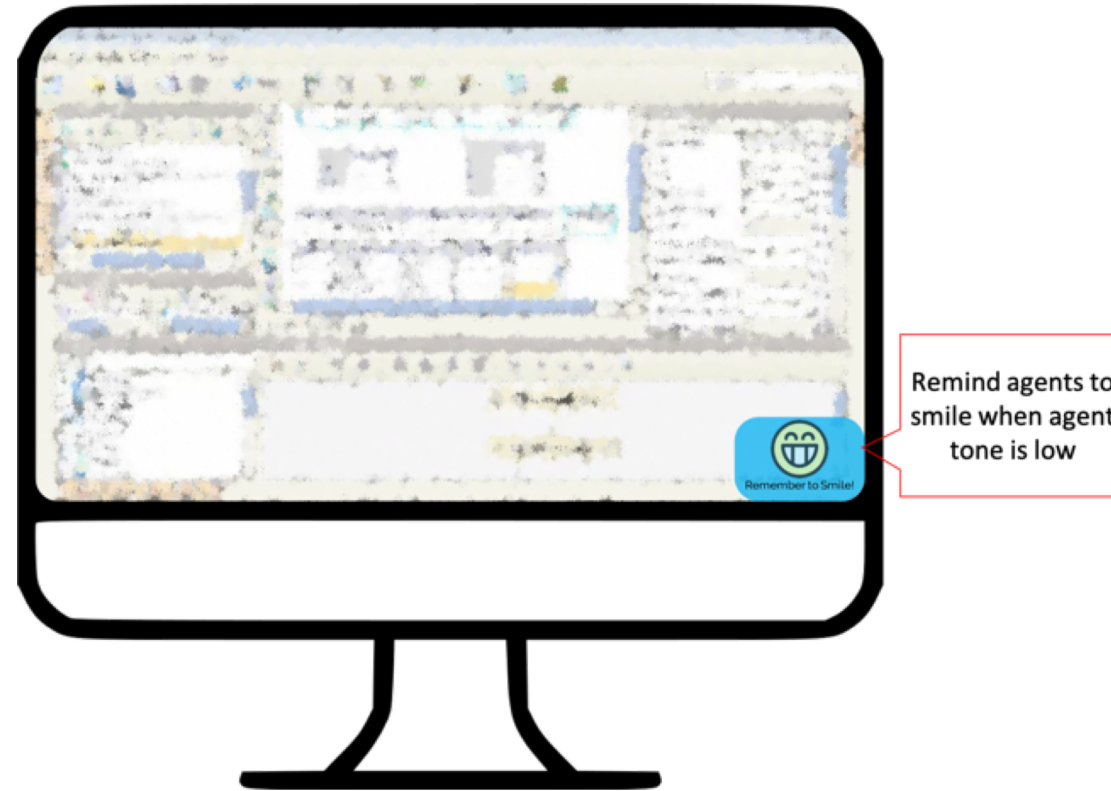

Ins8 Live Wiki

Knowledge base answers served to you

NCS Ins8

Establish current quality baseline – audit 100% of calls

SOPs
- Call Opening
- Customer Validation
- Hold Duration
- Dead-Air Duration
- Call Structure Adherence
- Call Closing

Sentiment Analysis
- Customer Sentiments

Soft Skills
- Active Listening
- Friendly, Respectful & Courteous
- Reassurance Statement
- Patience
- Vocal Effort

Audio + Sound Classification
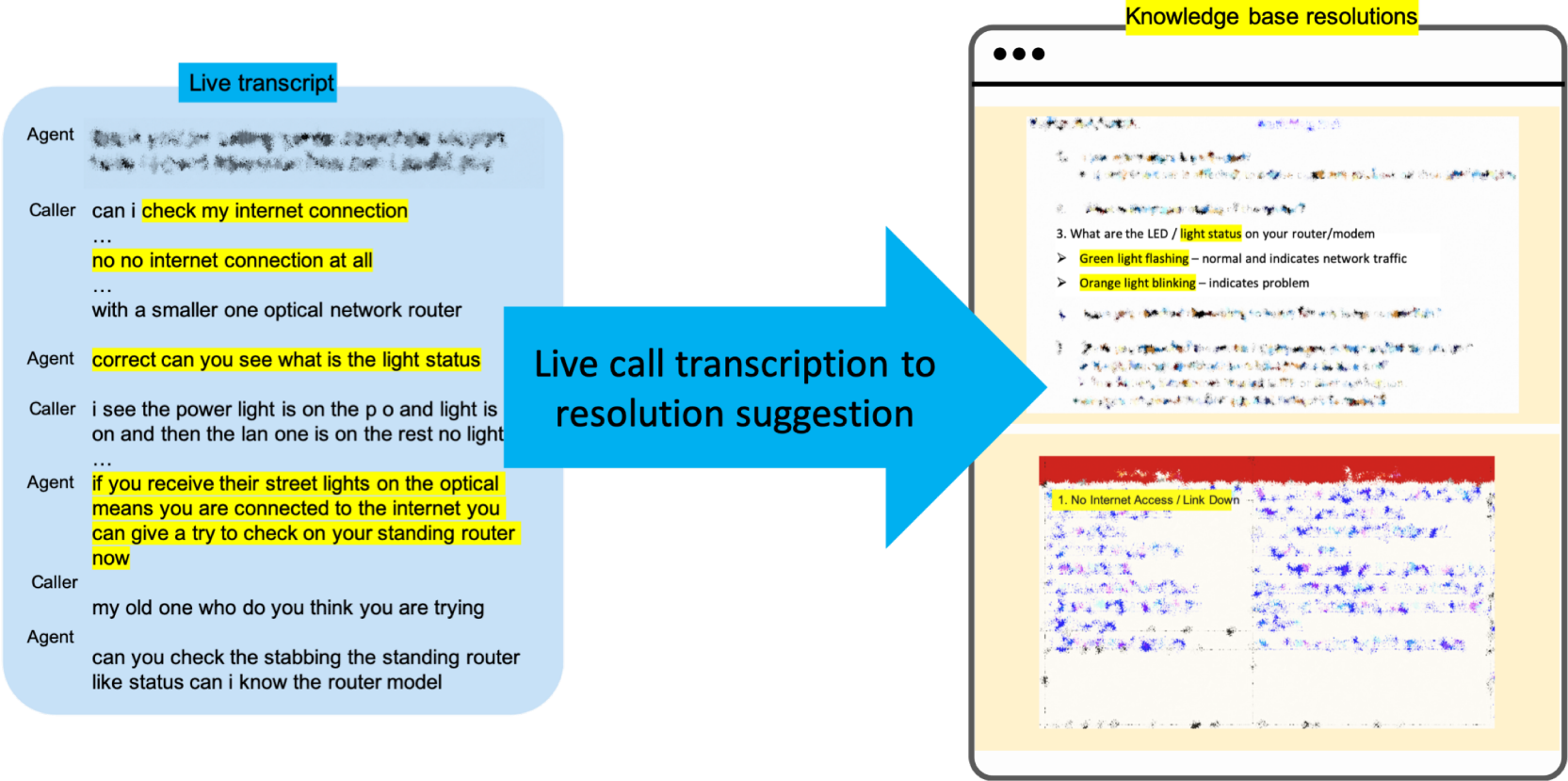- Background noise type detection

Quality auditors can focus directly on highlighted calls flagged by Ins8 Call Audit

NCS Ins8

Strive for best effort in every call with Ins8 Live Reminder

Remind agents to smile when agent tone is low

Remember to Smile!

Immediate reminder whenever an agent gets distracted momentarily

Answers when needed = speedy resolution

Live transcript

Agent

Caller can i check my internet connection
…
no no internet connection at all
…
with a smaller one optical network router

Agent correct can you see what is the light status

Caller i see the power light is on the p o and light is
on and then the lan one is on the rest no light
…

Agent if you receive their street lights on the optical
means you are connected to the internet you
can give a try to check on your standing router
now

Caller my old one who do you think you are trying

Agent can you check the stabbing the standing router
like status can i know the router model

Live call transcription to resolution suggestion

Knowledge base resolutions

3. What are the LED / light status on your router/modem
➤ Green light flashing – normal and indicates network traffic
➤ Orange light blinking – indicates problem

1. No Internet Access / Link Down

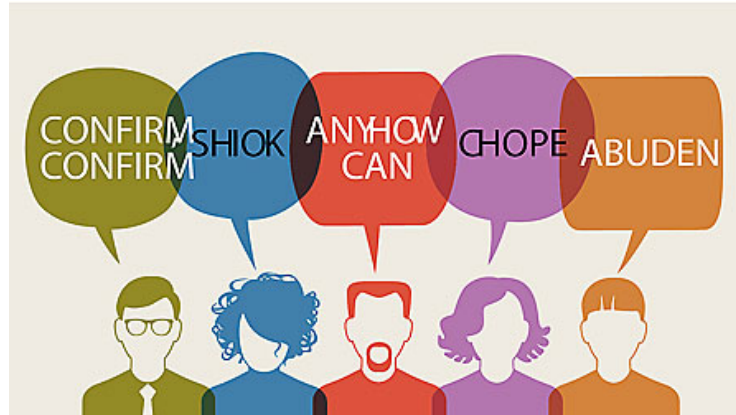Ins8 Live Wiki delivers answers without agent's asking

Solution for every scenario

Unbroken multi-channel communication

Add your own jargons & lingos

Data sovereignty with on-prem deployments