

AI-Ops

Cybersecurity

5.5G

AI Voice Bot with Speech Analytics

Commercial Group

AI Superhighway

AI+

ESG

Supercomputing

Holistic End-to-end Contact Center Business Solutions



HKT's Contact Center Technologies & AI Journey

First Speech
Analytics

2017

First Human-Like
Outbound Voicebot

2020

First Gen AI Bot



2015

First Chatbot

2018

First Inbound Voicebot

2023

Continue to Leverage **Technology** to
improve **Customer Experience & Productivity**

Gen AI Killer Apps beyond Chatbot

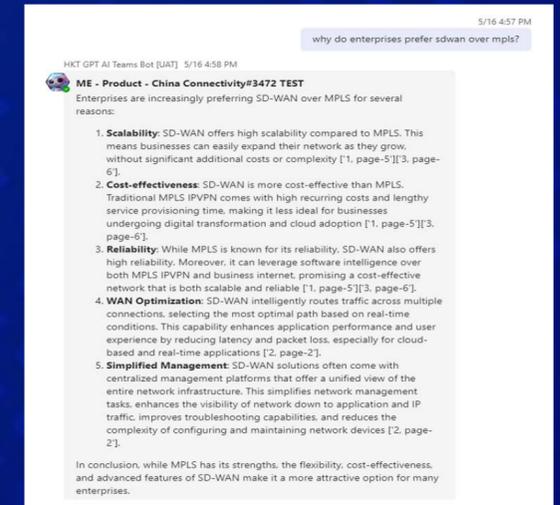
Agent Assist

- "Listen" to agent conversations, use AI generated suggestions and answers to reduce AHT by 30%
- Applicable to all channels



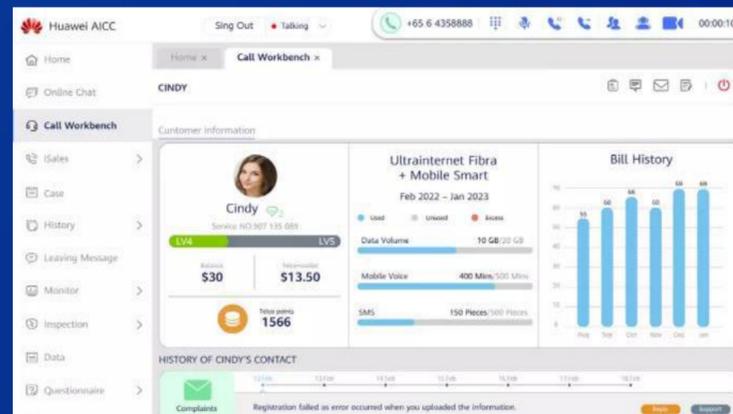
Intelligent Knowledge Management

- LLM robots as interfaces.
- Manage large amount of corporate knowledge thru RAG.
- E.g.: Product robots to replace product encyclopedias



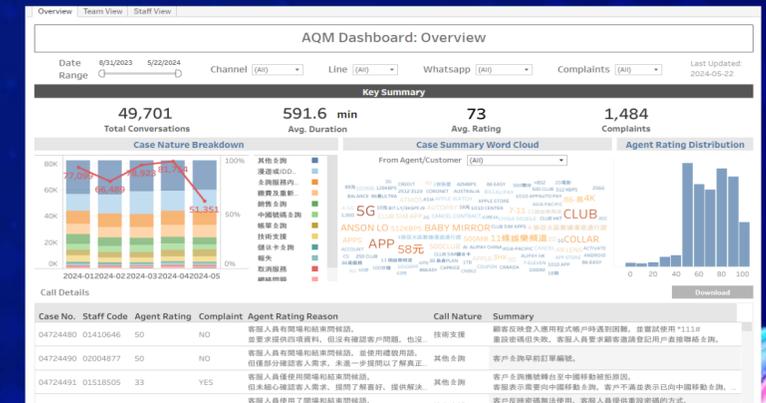
Call Summary

- Automatically classify calls to avoid human error
- Generate summaries to identify the next best actions



Automated QM and Analytics

- 100% QA vs. traditional 3 - 5%
- Visualized analysis of conversations (incl. voice or text)



Key to ANY Contact Center AI Success - LOCALIZATION

Speech and Language Technologies are CRITICAL to Contact Center AI

Best of 2 worlds - NLP vs Gen AI (LLM/RAG)

Key Considerations:

- Accuracy & Predictability
- Speed of Response
- Running Cost



Fano

Language AI for Enterprise

Core Technologies

Auto-Detection



Auto Language
Detection

- Auto Language Detection & Switching

What



Speech-to-Text

- Supports mixed languages

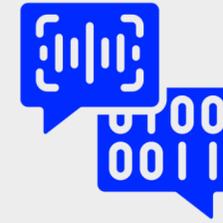
Who



Voice Biometrics

- Verify speaker's identity
- Text-independent

Why



Natural Language
Processing

- Classify intents, entities, speech patterns

Feedback



Speech Synthesis

- Support mixed language and natural intonation
- Custom voice

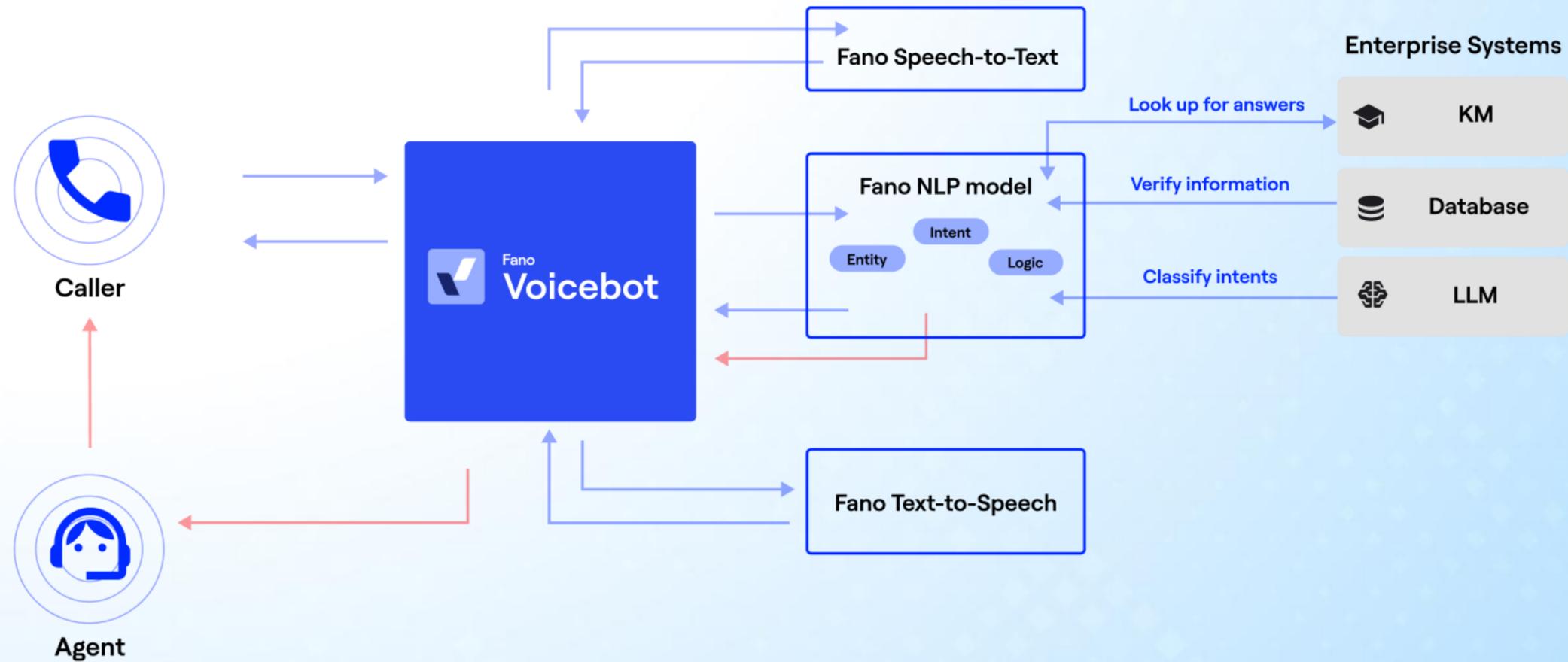
Generative



Generative AI

- Summarization
- Translation
- Advanced Sentiment
- Auto-FAQ

How's Fano Voicebot works?



Driving Real Business Outcomes

- Intuitive self-service
- Reduce staff cost and head count
- Improve customer lifetime value
- Improve containment rate
- Increase customer service efficiency
- High first contact resolution
- Reduce call abandon rate
- 24/7 service availability
- Shorten time-to-market

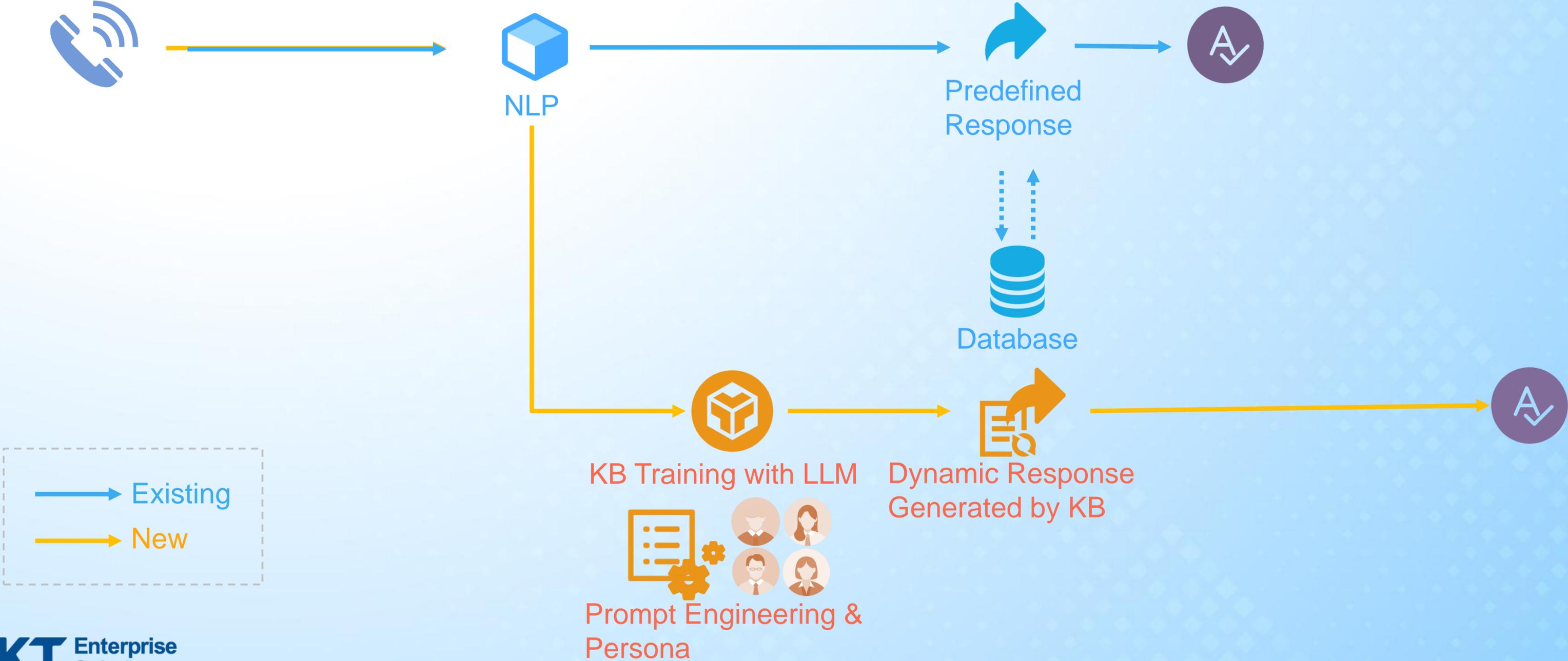
The world's strongest AI capabilities to process multilingual speech

The screenshot displays a video player interface with three speaker segments. Each segment includes a speaker identifier, a transcript, a timestamp, a 'More Info' link, and a confidence score. The third segment is highlighted with a dashed border.

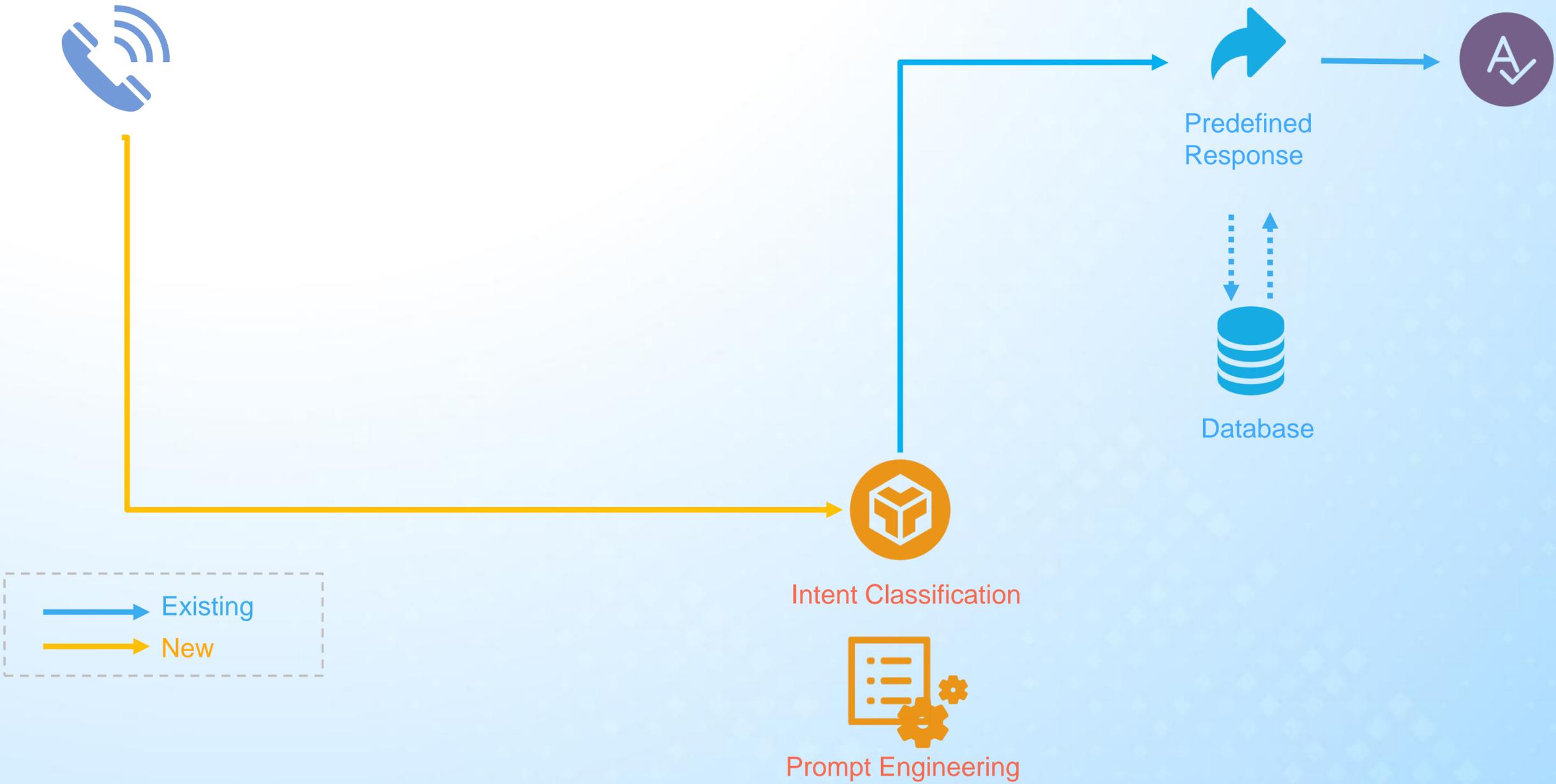
Speaker	Transcript	Timestamp	Confidence Score
SPEAKER_1	Then from hong kong, right?	00:00 - 00:01	0.620000
SPEAKER_2	廣東話，我唔識得講廣東話嚟。	00:01 - 00:04	0.720000
SPEAKER_1	English, eh, eh.	00:04 - 00:06	0.130000
SPEAKER_2	English, ah.	-	-

At the bottom of the player, there is a progress bar showing 0:00 / 0:16, a volume icon, and a speed control set to 1.0X. Interaction buttons for 'Comment', 'Legend', 'FOLLOW', and '1.0X' are also visible.

Differentiation - Best of Two Worlds: NLP + LLM (For Response)



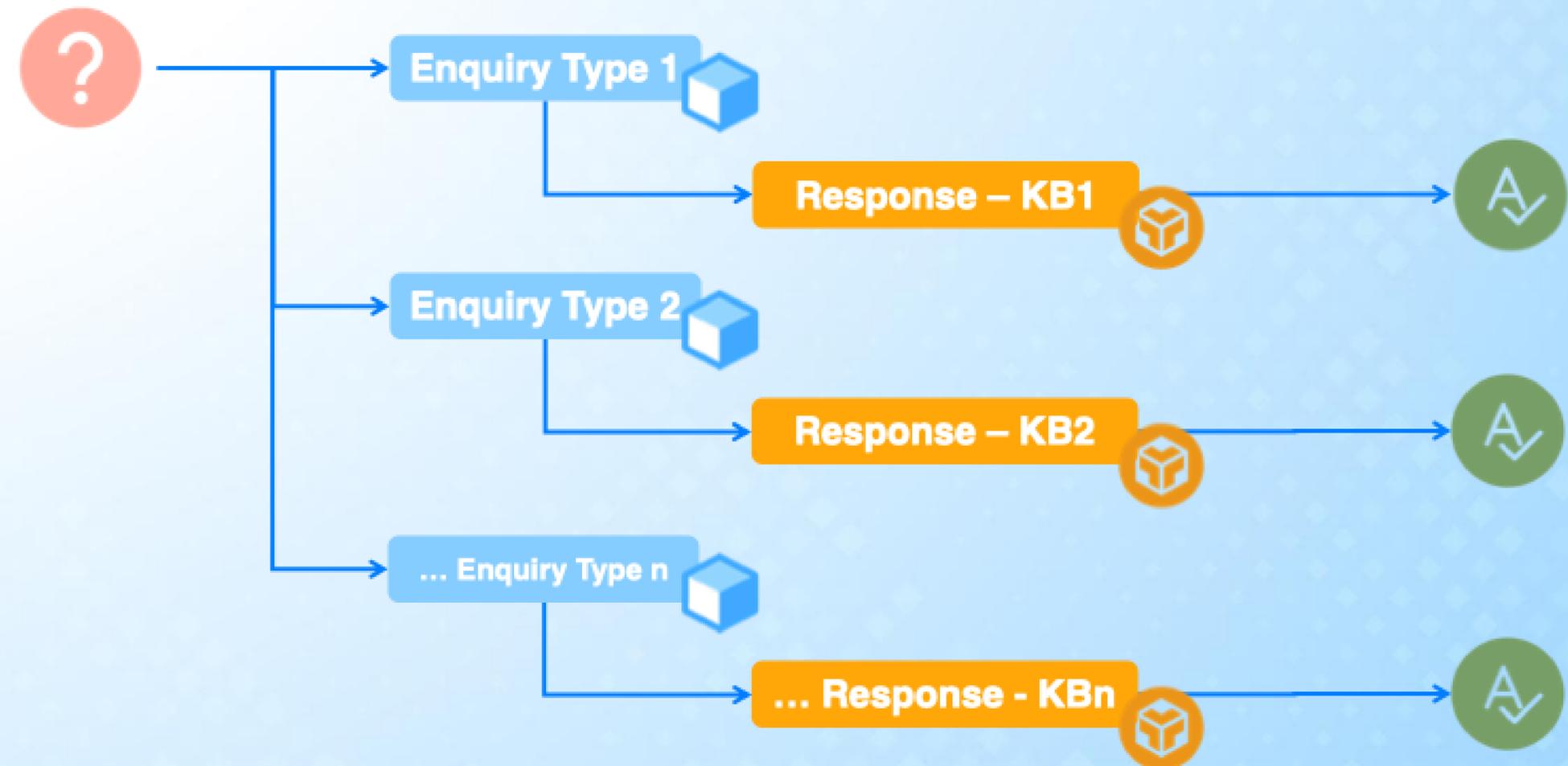
Differentiation - Best of Two Worlds: LLM (For Intent Classification) + Predefined Response



Implementation Options

Approach:

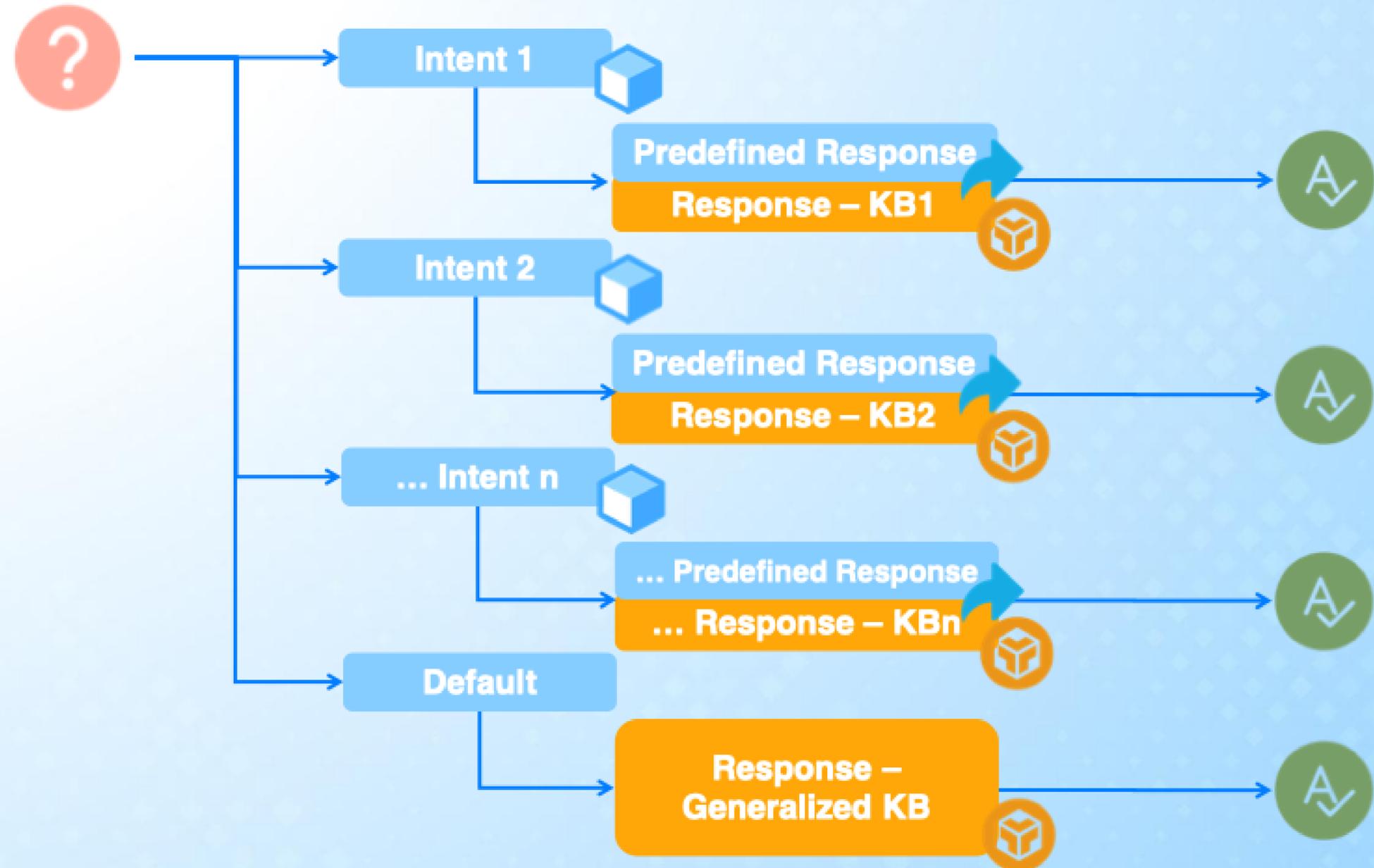
- Leverage Intent/Entity to classify high level enquiry type, to narrow down the KB with higher accuracy
- Knowledge Base trained based on each enquiry type



Implementation Options

Approach:

- Leverage existing NLP to handle existing intents
- Use LLM to massage the tone of the prompts to give more lively user experience
- For those inquiries that cannot be handled by NLP, LLM will be used to response



How It Works

← **Insight v1** View Task Setting Redo Intent Classification Complete Task

✓ Data Cleansing ———— ✓ Intent Classification ———— ✓ Intent Clustering ———— 4 **Make Decision**

SuggestIntent0003 | Utterances | Language | Distance from Ce → Distance from Ce | Comment All | Comment Content | Comment

	Distance from Centroid	Move To Intent	Move To Type	Operation
<input type="checkbox"/> SuggestIntent0001				
<input type="checkbox"/> SuggestIntent0002 溫啲舊客笨	0.86	--	--	
<input checked="" type="checkbox"/> SuggestIntent0003				
<input type="checkbox"/> SuggestIntent0004 新join	0.57	--	--	
<input type="checkbox"/> SuggestIntent0005 擇	0.4	--	--	
<input type="checkbox"/> SuggestIntent0006 先	0.55	--	--	
<input type="checkbox"/> 續約都仲收咁貴	0.54	--	--	
<input type="checkbox"/> 呢個價錢我負擔唔起	0.49	--	--	
<input type="checkbox"/> 服務費好貴	0.75	--	--	

20/page | Total 7 < 1 > Go to 1 Go to

New Intent Identified – Family Plan

← **Insight v1** View Task Setting Redo Intent Classification Complete Task

✓ Data Cleansing ——— ✓ Intent Classification ——— ✓ Intent Clustering ——— 4 **Make Decision**

SuggestIntent0008 | Utterances | Language | Distance from Ce → Distance from Ce |

Confirmed Intent | Confirmed Intent | Move To Comment All | Comment Content | Comment

<input type="checkbox"/>	Utterances	Distance from Centroid	Move To Intent	Move To Type	Operation
<input type="checkbox"/>	咁iPhone有冇啲咩全家人一齊共享啲咩計劃?	0.22	--	--	✎
<input type="checkbox"/>	屋企幾個人啲咩計劃?	0.47	--	--	✎
<input type="checkbox"/>	例如話啲咩全家人一齊share嘅plan	0.31	--	--	✎
<input type="checkbox"/>	有冇啲一家人用啲咩?	0.38	--	--	✎
<input type="checkbox"/>	有冇family plan? 有就有得諗	0.32	--	--	✎

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Thank You

