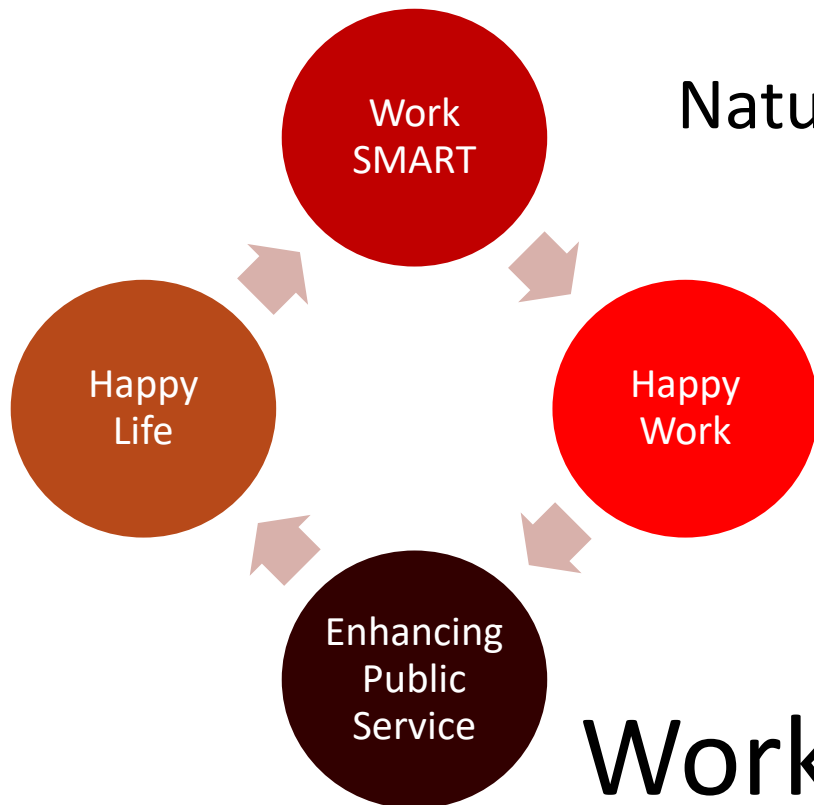




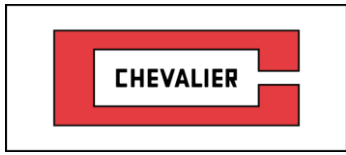
Chevalier (Network Solutions) Limited

Happy Work Happy Life



Natural Language Processing for Enhancing Public Services
Chevalier Call Centre Solution

Work SMART x Enhancing Public Service



About Us

Chevalier (Network Solutions) Limited (CNK), a subsidiary of the **Chevalier Group**, specializes in network management and employs highly trained IT specialists.

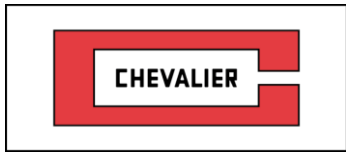
CNK provides a wide portfolio of one-stop consultancy, IT networking design, implementation and support services. Its product and solution categories include network infrastructure, server systems, security management, surveillance systems, intelligent building solutions, **IP unified communication systems**, video conference, contact center, data network equipment, document and workflow management systems, office multimedia equipment and banking automation equipment.

About Speaker

Mike Chu

Join Chevalier since 1993

Experienced Technical Manager with a wealth of knowledge and expertise gained over a remarkable 30-year career in the industry. Since joining the Chevalier team in 1993, he has consistently proven himself as a valuable asset. Mike excels at providing innovative solutions to various organizations, with a particular focus on Natural Language Processing, AI, and SMART Living solutions.



About Us – AI is changing the world

Communication Systems



IP Phone, IVR, UC Mobility, Hotel PMS, Contact Centre & CRM



1983



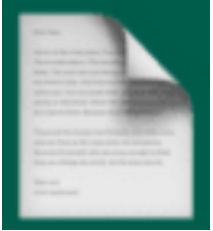
2018



2023



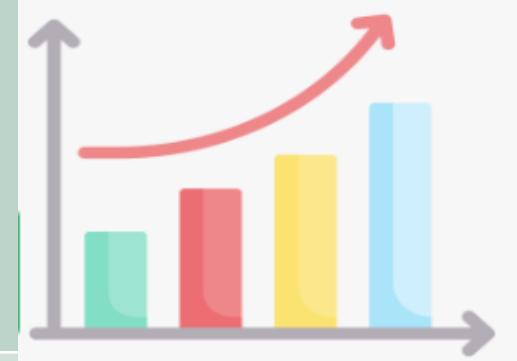
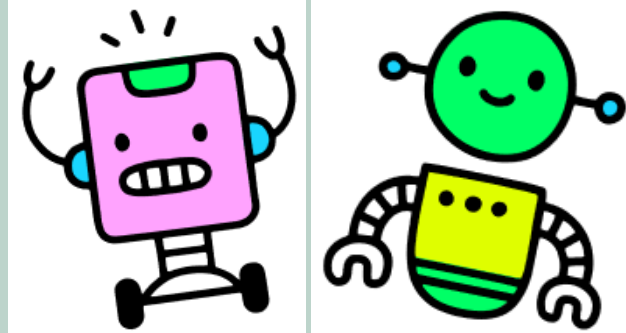
Natural Language Processing (NLP)



Challenges Faced in Public Services Call Centre



Our Solution – Real Time NLP Solution



External Services

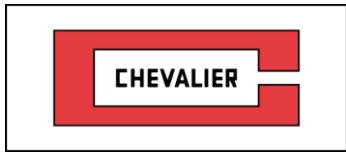
- * SMART IVR (VoiceBot)
To handle the FAQ
(Natural language understanding)
- * SMART Outbound
(Natural language generation)

Internal Services

- * SMART Knowledge base
- * Interactive Transcript with Translation
- * Auto filled the Keyword in CRM
- * Call Summary

Analysis

- * Market Analysis
- * Quality Check (With Sentiment Alert)



Solution on Investigation and Continuous Training

Staff Efficiency



NLP conversation to Interactive Transcript

Facilitate Investigation (Call Center Supervisor)

Keyword highlighted or even summary generation

Assist Call Centre Staff (Call Taker)

Just scan the transcript or auto filled information for the missing information

Strengthen Staff Training

Can pick relevant call recordings easily for specific training by searching the transcripts



Real Time Interactive transcript (實時互動文字記錄)

Keyword Spotting & Sentiment Analysis by NLP

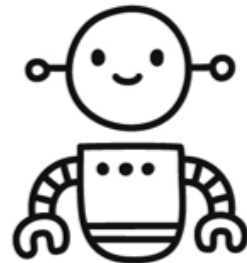
Prevent Complaints

Potential complaint and chase call identification

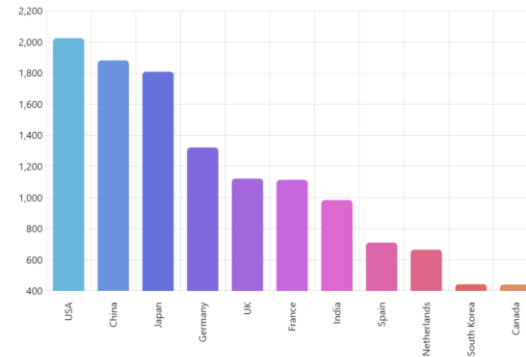


Send Alert to relevant proactively

Customer Satisfaction



Call Statistic (Product or Enquiry Items)



Technologies Involved

(Real Time Speech to Text convert Conversation into Text)

Provide additional elements to evaluate the customer satisfaction and service quality.

Provide enough detail so Call Taker can understand the call quickly.

Notification to colleague if specific keywords is spotted.

Automatic Speech Recognition for converting voice into words.

Natural Language Processing for understanding complex human natural language.

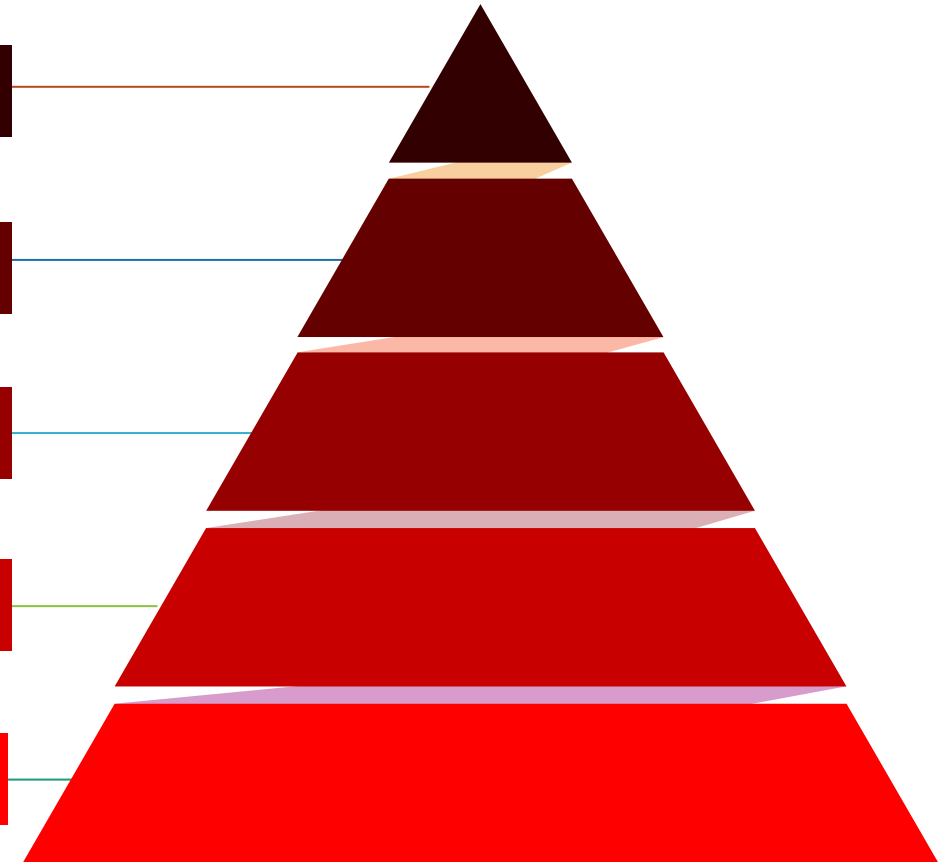
Sentiment Analysis

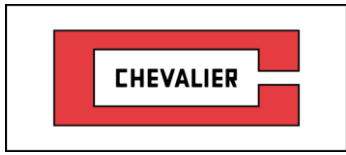
Summary Generation

Keyword Spotting

Automatic Speech Recognition

Natural Language Processing





Award

Speech-to-text Hub for Real-time Monitoring and Analysis in Customer Service Calls 語音辨識中心為客戶服務電話提供實時監測及分析

48TH INTERNATIONAL EXHIBITION OF INVENTIONS GENEVA

26 TO 30 APRIL 2023

UNDER THE PATRONAGE OF THE SWISS FEDERAL GOVERNMENT, OF THE STATE, THE CITY OF GENEVA AND OF THE WORLD INTELLECTUAL PROPERTY ORGANIZATION WIPO



**Natural Language Processing for Enhancing
Public Services**

Thank You

