

Unleashing the Potential of Enterprise Speech AI for Conversational Communications

企業級語音人工智能 釋放對話式互動潛力

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Language AI applications in enterprise communication channels have become a prevailing trend in recent years. Businesses are recognizing the immense value of AI in uncovering important insights within customer interactions, which could not be fully utilized without AI solutions. Leveraging the power of the latest AI technologies, businesses can derive actionable insights and revolutionize how they engage with customers and drive growth.

Despite the growing awareness and adoption of AI technologies, enterprises still face challenges in effectively harnessing these cutting-edge solutions to address their unique business needs.

近年來，語言人工智能於企業溝通渠道中的應用愈發顯著。企業逐漸意識到人工智能在發掘客戶互動中重要見解的巨大價值。如果沒有人工智能解決方案，企業將難以完全利用客戶互動蘊藏的巨大價值；而通過利用最新的人工智能技術，企業可以獲得可操作的業務見解，顛覆與客戶的互動方式，從而推動業務增長。

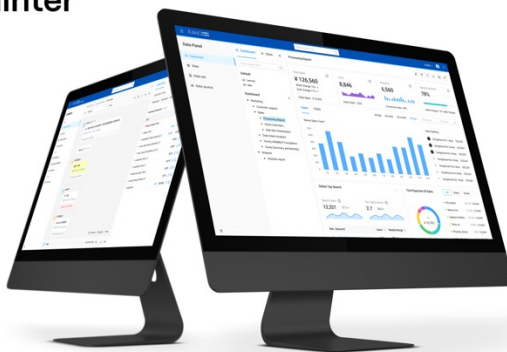
儘管人工智能技術的認知和應用不斷增長，企業在有效利用這些前沿解決方案來滿足其業務獨特的需求的同時仍然面臨不同挑戰。

Fano Tackling Unique Language Challenges in Hong Kong and Asia

In markets like Hong Kong and other parts of Asia, where language switches and alternations frequently occur in daily conversations, machines face unique challenges to transcribe the conversations properly. With our expertise in multilingual Automatic Speech Recognition (ASR), Fano is at the forefront of addressing these challenges. Our proprietary research team has developed specialized ASR technology to transcribe and analyze conversations involving various languages and dialects with over 90% accuracy, which makes Fano one of the world's most accurate language AI engine providers.

Fano 應對香港和亞洲的獨特語言挑戰

在例如香港和亞洲其他地區的市場，日常對話中經常出現語言切換和交替，而機器在正確轉錄這些對話時面臨獨特的挑戰。憑藉我們在多語言自動語音識別 (ASR) 方面的專業知識，Fano 處於應對這些挑戰的前沿。我們的研究團隊開發了專門的 ASR 技術，以超過 90% 的準確率轉錄和分析各種語言和方言的對話，使 Fano 成為全球最精確的語言人工智能引擎提供商之一。



AI 智能語音分析系統 Callinter
全面瞭解所有客戶互動

Discover Call Insights At A Glance
with AI Interaction Analytics Callinter

Harnessing the Power of AI Interaction Analytics

At the heart of Fano's offerings lies Fano Callinter (Callinter), our keystone interaction analytics solution that empowers enterprises to transform the voice of customers into actionable business insights. Callinter utilizes Fano's state-of-the-art ASR and Speaker Diarization technologies, allowing businesses to transcribe. Callinter then conducts analyses on the conversations with Natural Language Processing (NLP) technology, including automatic flagging of potential compliance risks, multidimensional sentiment analysis, and Automatic Quality Management.

With the help of customized AI models, Callinter enables enterprises to identify emerging trends and recurring topics more quickly and easily. Businesses can discover new commercial opportunities from regular customer conversations. By analyzing the rich datasets of customers' preferences, needs, and feedback, Callinter informs business units on critical product and service improvements, enabling executives to make data-driven decisions to enhance sales processes, tailoring cross-sell and up-sell strategies, and proactively addressing customers' needs.

As a result, businesses can enhance customer service with hyper-personalized services, identify training needs, and streamline their operational processes. With Callinter, businesses gain a comprehensive understanding of their customer interactions, leading to improved customer satisfaction and operational excellence.

利用人工智能互動分析的力量

Fano 的核心產品是 Fano Callinter (Callinter)，這項旗艦互動分析解決方案，使企業能夠轉化客戶的聲音轉化為可操作的業務見解。Callinter 利用 Fano 最先進的 ASR 和語者分離技術 (Speaker Diarization)，允許企業進行轉錄。隨後，Callinter 使用自然語言處理 (NLP) 技術對對話進行分析，包括自動標記潛在的合規風險、多維情緒分析和自動質量管理。

借助定制的人工智能模型，Callinter 使企業能夠更快更輕鬆地識別新興趨勢和重複話題，從普通的客戶對話中發現全新的商業機會。通過分析客戶偏好、需求和反饋的豐富數據集，Callinter 為業務部門提供關鍵的產品和服務改進建議，使管理層能夠做出數據驅動的決策，以作出銷售流程的改進，定制交叉銷售和追加銷售策略，並主動解決客戶需求。

因此，企業可以通過超個性化服務來提升客戶服務、識別培訓需求並簡化運營流程。借助 Callinter，企業可以全面了解其客戶的互動，從而提高客戶滿意度和運營卓越性。



The Efficiency Revolution with AI-powered Agent Assist

The industry chatter surrounding how AI can improve workforce productivity has gained significant traction in the past few years. Fano responds to the growing demand with Fano Assist, an AI-powered agent assist solution designed to streamline customer service operations. By harnessing the power of real-time ASR technology, NLP and intelligent automations, Fano Assist empowers customer service agents to deliver exceptional experiences while maximizing productivity.

Fano Assist provides instant guidance, such as product information, to service agents, significantly shortening the wait time for their customers, improving agents' efficiency, and reducing staff training time on product knowledge. It raises potential risk alerts on misconduct or inappropriate information in real time, ensuring compliance and maintaining high-quality customer service.

To deliver great customer experiences, it is crucial to equip servicing agents with solutions that keep them efficient, helpful, and compliant. Fano Assist automates time-consuming yet tedious tasks for agents after each

人工智能代理助手帶來的效率革命

在過去幾年，人工智能如何提高工作效率的行業討論已引起廣泛關注。Fano 響應這一不斷增長的需求，推出了 Fano Assist。Fano Assist 是旨在簡化客戶服務操作的人工智能代理助手，通過利用實時 ASR 技術、NLP 和智能自動化功能，使客戶服務代理能夠提供卓越的顧客體驗，同時盡可能把生產力推到最高。


Fano Assist 能為服務代理提供即時指引，如產品資訊等等，大大縮短客戶的等待時間，提高客服代理的效率，並減少員工在產品知識方面的培訓時間。此外，它能實時發出關於不當行為或錯誤資訊的潛在風險警報，確保合規性和保持高質素的客戶服務。

為了提供出色的客戶體驗，為客服代理配備能夠讓他們高效率、高效能且合規範的解決方案至關重要。Fano Assist 在每個服務電話後自動總結

service call, by automatically summarizing and translating the conversation, extracting pertinent information from conversations, and seamlessly integrating it into enterprise systems like CRM. This helps improve productivity and optimize resources in customer service or contact centers. Furthermore, the contextual information from interactions can be further analyzed to help discover potential sales opportunities and underlying considerations contributing to customers' decisions. Businesses can then set up targeted selling strategies based on customers' interests and inquiries.

The Future of Language AI: Domain-specific LLM for Enterprise

Looking ahead, Fano envisions the increasing application of Large Language Models (LLM) with enterprise solutions. We are actively researching and developing an on-prem, domain-specific LLM for enterprise use to address the growing demand for personalized and secure AI solutions. This on-prem module can also enhance security and reduce operation costs. With this future development, Fano aims to provide businesses with tailored AI solutions that align with their unique operational requirements.

As the digital landscape evolves, businesses must embrace the power of AI to unlock the full potential of conversational communications. Fano's enterprise-level Language AI technologies pave the way for businesses to discover valuable insights, enhance customer experiences, and optimize operational efficiency. We will continue to drive innovations to empower businesses to scale, stay competitive, and thrive in the era of conversational communications. 

和翻譯對話內容，提取相關資訊，並立即將其集成到企業系統（如 CRM 系統）中，從而幫助提高生產力，並優化客戶服務或聯絡中心的資源。此外，Fano Assist 可對來自客戶互動對話語境進行進一步的分析，以助發掘潛在的銷售機會和影響客戶決策的潛在因素，企業便可以此根據客戶的興趣和查詢設置針對性的銷售策略。

語言人工智能的未來：企業級別特定領域 LLM

展望未來，大規模語言模型（LLM）在企業解決方案中的應用將越來越多。因此，Fano 正在積極研究和開發能夠地端部署並適用於特定領域的大規模語言模型，滿足企業的需求。地端部署的模組可以增強安全性並降低運營成本，以滿足企業對個性化且安全的人工智能解決方案日益增長的需求。Fano 期望通過這一未來發展方向，為企業提供符合其運營需要而度身訂造的人工智能解決方案。

隨著數字化環境的演變，企業必須擁抱人工智能的力量，以釋放對話式互動的整體潛力。Fano 的企業級語言人工智能技術為客戶提供有價值的業務洞察、提升客戶體驗和優化運營效率提供。我們將繼續推動創新，助力企業實現規模化，保持競爭力，並在對話式互動時代中繼續蓬勃發展。

