

AI-Powered Call Center Analytics

Speech-to-Text, Sentiment Analysis, QA & Training

PROBLEM

Hospital call centers generate thousands of patient interactions daily, yet the vast majority go unanalyzed. Leadership lacks visibility into caller sentiment, agent performance, and emerging issues. Manual QA reviews cover only a fraction of calls, creating blind spots in quality, compliance, and staff development.

AI SOLUTION

Tegria's Data Science team delivers an end-to-end AI pipeline purpose-built for healthcare call centers:

Capabilities:

- **Speech-to-Text:** Automated transcription of recorded calls using speech recognition models, converting audio to structured, searchable text with speaker diarization and medical terminology support.
- **Sentiment Analysis:** Real-time and retrospective sentiment scoring at the call, segment, and topic levels. Identifies patient frustration, satisfaction drivers, and emotional escalation patterns across the full call population.
- **QA & Training:** Ingests your organization's existing QA rubrics and scorecards to evaluate every call against your specific quality criteria: empathy, accuracy, compliance, resolution, and more. Automatically surfaces coaching opportunities and generates targeted training recommendations.

VALUE PROPOSITION

- **100% Call Coverage:** Move from sampling 2%–5% of calls to analyzing every single interaction, eliminating blind spots in quality and compliance.
- **Real-Time Analytics Dashboards:** Interactive dashboards for monitoring team performance, agent trends, and call quality metrics in near-real time, replacing weeklong manual review cycles.
- **Targeted Staff Development:** Replace generic training with data-driven coaching tied to specific, observed behaviors to improve agent confidence and patient satisfaction.
- **Measurable ROI:** Reduce QA labor costs, lower call handle times, improve first-call resolution rates, and drive higher patient experience scores linked to reimbursement.

AI ENGAGEMENT TEMPLATE

PHASE

1. **Discovery**
2–3 weeks
2. **Pilot**
6–8 weeks
3. **Scale**
Ongoing

ACTIVITIES

Stakeholder interviews, call recording audit, existing QA rubric review, current process mapping, data infrastructure assessment

Deploy speech-to-text and sentiment models on a call subset, map your QA rubrics into AI scoring engine, calibrate with supervisors, validate against manual reviews

Full production deployment, integration with workforce management and training systems, continuous model refinement

DELIVERABLES

Readiness assessment, use case prioritization, project roadmap

Working POC dashboard, accuracy benchmarks, initial insight report

Enterprise analytics platform, team performance dashboards, automated QA scorecards, executive reporting suite