AI

APOLO AI-INTERCEPT
INTELIGENCIA ARTIFICIAL

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OVERVIEW

Artificial Intelligence has several metric abilities applied to telephony that add incalculable value in the analysis and decision making.

Sentiment analysis: AI can analyze tone of voice, words used and other variables to determine the general feeling of the interlocutors on a call.

Emotion detection: Can identify emotions such as happiness, anger, sadness, etc., in the voices of the interlocutors during the call.

Pattern recognition: AI can identify patterns in conversations that can indicate the quality of the conversation call, such as frequency of interruptions, duration of pauses, etc.

Transcription and text analysis: You can transcribe the call and analyze the text to identify recurring themes, keywords and other relevant aspects that allow direct evaluation of the business.

AI-INTERCEPT

Apolo AI-Intercept is a Legal Interception and Artificial Intelligence solution for monitoring and analysis that can be applied for various purposes in the field of Telecommunications Operators, Call Centers and Clients with needs to evaluate their services and improve them.

FEATURES

- ✓ SIP Routing IP Src Ip Dst.
- ✓ Mass call recording.
- ✓ Voice to Text Transcription.
- ✓ Intelligent Detection of Phrases and words.
- ✓ Categorization and reporting of calls.
- ✓ Multiple Profiles.
- ✓ Sentiment analysis.
- ✓ Interception of calls in real time.
- ✓ Local models and Open AI API.

APPLICATIONS

Legal Intercepting

Monitor calls and status online, intercepts and listens to the call from side A or B as needed. Additionally, you can create Intelligent interception profiles.

Clients and Call Center

Get the transcription of calls to text,can be extremely useful when you need perform quality analysis or evaluate detection with the use of keywords. TVT allows get calls transcribed to text with a high degree of precision thanks to the models of AI incorporated into the system.

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