

QA AI

ConVox AI-Powered Post-Call Quality Analysis

OVERVIEW

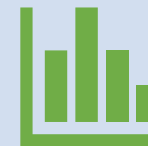
ConVox QA AI is an advanced solution for automating post-call quality evaluations. It mimics manual QA workflows and provides deeper insights by leveraging AI.



Call Recordings



Custom Questionnaire



AI Analytics

WHY QA AI?



Manual QA is time-consuming and inconsistent



Excel-based processes (used by Indian Bank, Warfield, Bank of Baroda) are inefficient



Need for scalable, objective, and real-time analysis



Language-specific audits are hard to scale with manual QA


QUESTIONNAIRE PANEL

Questionnaire

Process


Select Process

0

☒ 

Prompt

Select Prompt



Questionnaire Name

0/40 characters used

☒ Active

☐ Copy Questionnaire

Close

Create Questionnaire



Panel For Creating Questions,
Parameters, Sub-parameters,
Scoring Type, Weightage



Templates Available For
Various Sectors (Banking,
Support, Medical,
Collections)



Editable And Extendable By
Users



Answer Types Supported:
Yes/No, Paragraph, Numeric,
Multi-select



Same Question Bucket Can
Be Attached To Multiple
Processes

RECORDING SUBMISSION PANEL

ConVox

MANAGEMENT INFORMATION SYSTEM

Dashboard

Reports

QA Module

QA Questionnaire Creation

QA Call Recordings

QA Submissions

QA Analysis

AI Module

Download Manager

Template Manager

QA Submissions

QA Module / QA Submissions

Custom Filters

Template

January 1, 2025 12:00:00 AM - August 6, 2025

5:00:00 PM

ConVoxProcess

DeepijaSupport

20

Select Agent

0

Select Mis

0

Select Call Mode

0

Enter Call Reference No

Generate Report

Save Template

Show 10 entries

S.No	Agent Name	Phone Number	Process Name	Disposition	Call Type	Dialing Mode	Completed By	Call Start Time	Duration Time	Agent Extension	DID	Call Recording Path
1	nikitha	9360216173	DeepijaSupport	BUSY	OUTGOING	manual	agent	2025-07-25 15:26:06	0:00:00	6281955114	N/A	0:00 / 0:00
2	navya	9355231083	DeepijaSupport	CHANUNAVAIL	OUTGOING	manual	agent	2025-07-22 13:44:45	0:00:00	9603126170	N/A	0:00 / 0:00
3	pramod	9030797387	DeepijaSupport	NOANSWER	OUTGOING	manual	agent	2025-07-22 15:54:40	0:00:00	6376781165	N/A	0:00 / 0:00
4	pravallika	9676302071	DeepijaSupport	AUTOWRAPUP	OUTGOING	manual	agent	2025-07-22 15:16:21	0:07:20	9014072829	N/A	0:00 / 0:00
5	mekalavamsi	9673905032	DeepijaSupport	AUTOWRAPUP	OUTGOING	manual	caller	2025-07-22 13:46:46	0:00:00	9100339863	N/A	0:00 / 0:00
6	Pintu_L0	7829647479	DeepijaSupport	AUTOWRAPUP	INCOMING	inbound	caller	2025-07-08 09:45:07	0:01:44	6268456946	35616666	0:00 / 0:00
7	shafeer	7358112789	BFL_SUPPORT	AUTOWRAPUP	OUTGOING	manual	caller	2025-07-08 09:46:58	0:00:00	9347860764	N/A	0:00 / 0:00
8	Arshiya	7055716754	DeepijaSupport	AUTOWRAPUP	OUTGOING	manual	caller	2025-07-22 11:16:49	0:01:57	8464829799	N/A	0:00 / 0:00

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Upload call recordings manually or via scheduler

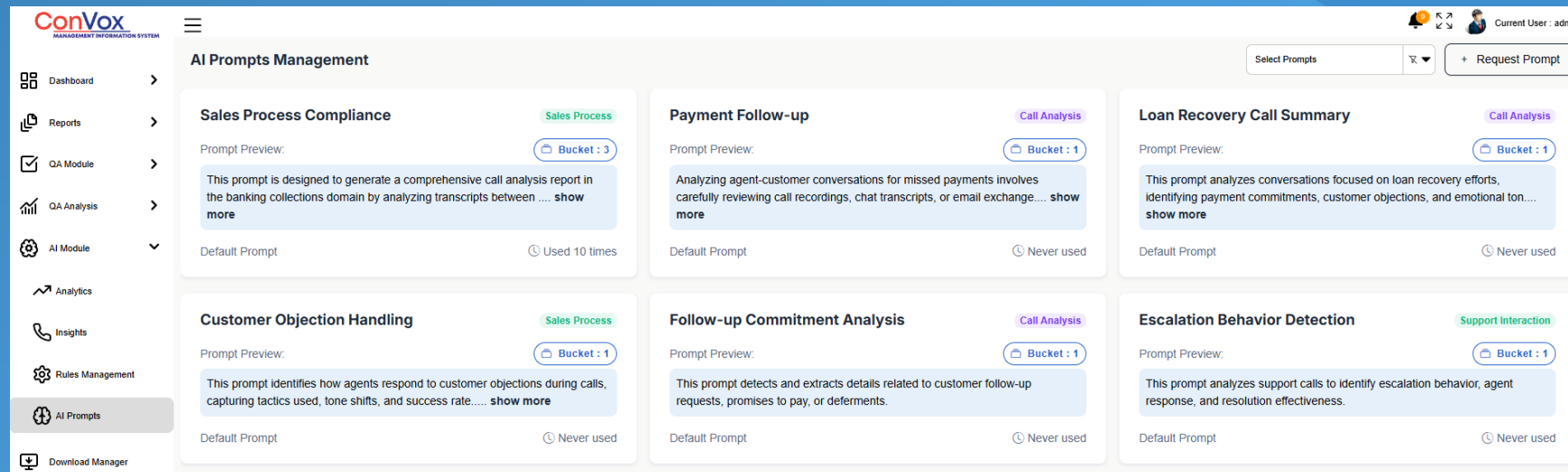
Scheduler can notify on task completion via mail or bell icon

Custom filters to assign calls to AI or manual QA based on process, agent, disposition, duration

Option to resubmit calls for re-audit by AI or another manual agent

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PROMPT MANAGEMENT



AI uses custom prompts to evaluate recordings



Insights include Summary, Recommendation, Sentiment, Improvement areas

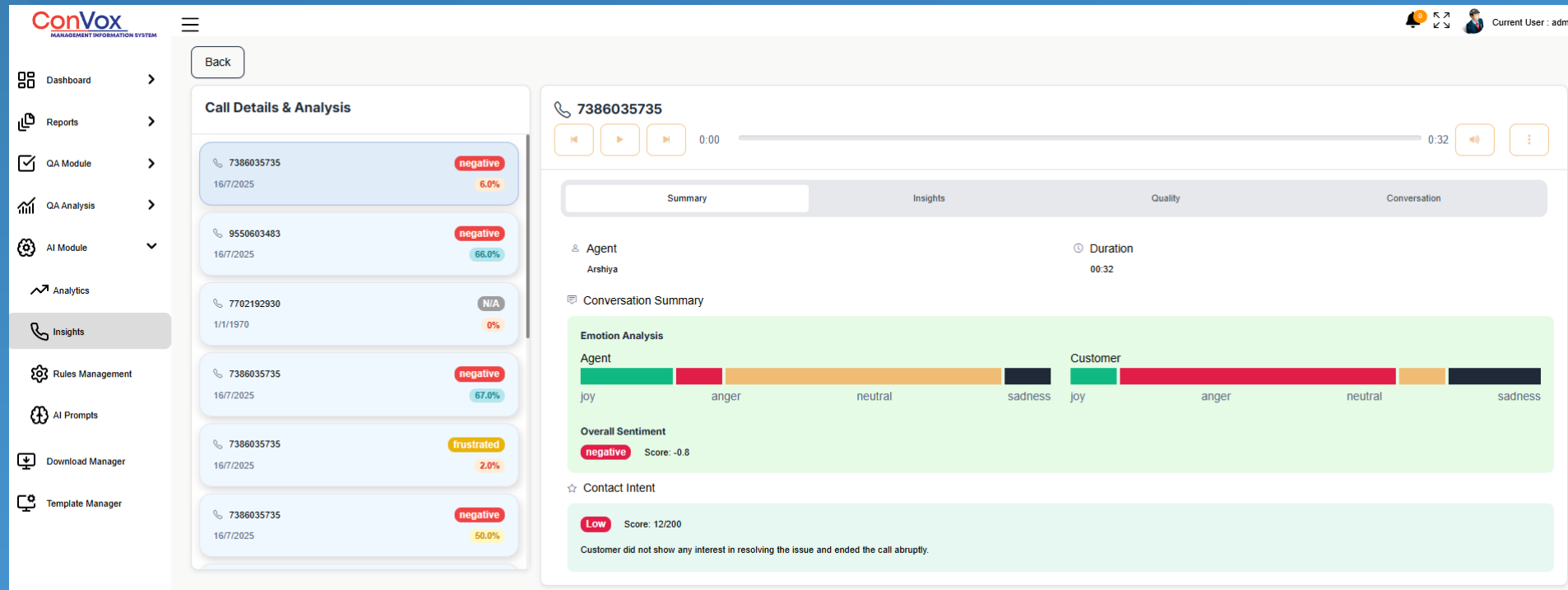


Customers can request new or updated prompts



Prompts are developed backend but linked with respective question buckets

AI ANALYTICS & REPORT PANEL



Summary and Quality Metrics per call



Sentiment detection: Positive, Negative, Frustrated



Emotion and abusive word detection



Agent Performance Overview

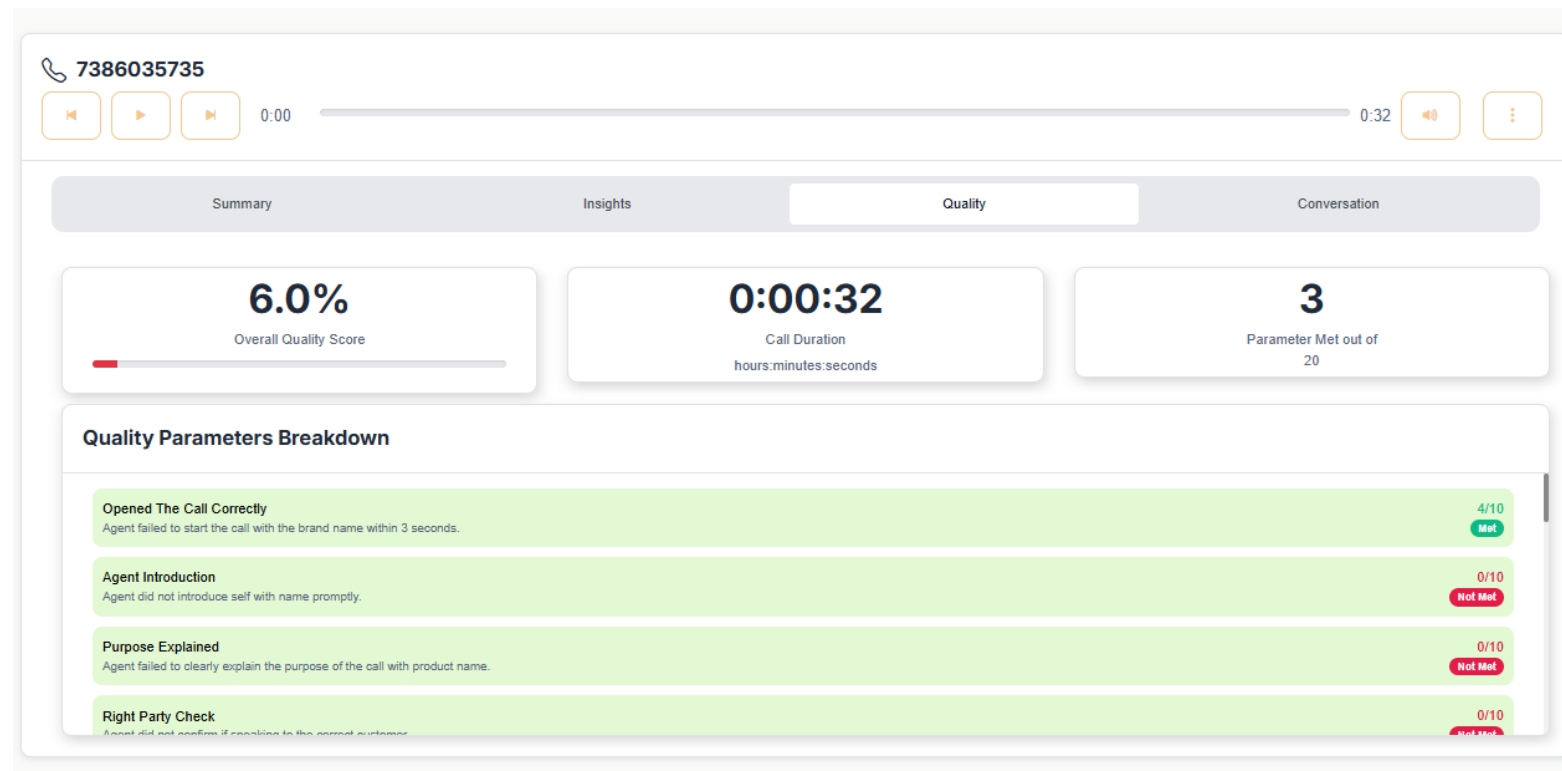


Transcript and recording playback



Insights are customizable based on business needs

SAMPLE QA OUTPUT



Phone number, Call mode, Duration, Score, Disposition



Parameter-wise breakdown

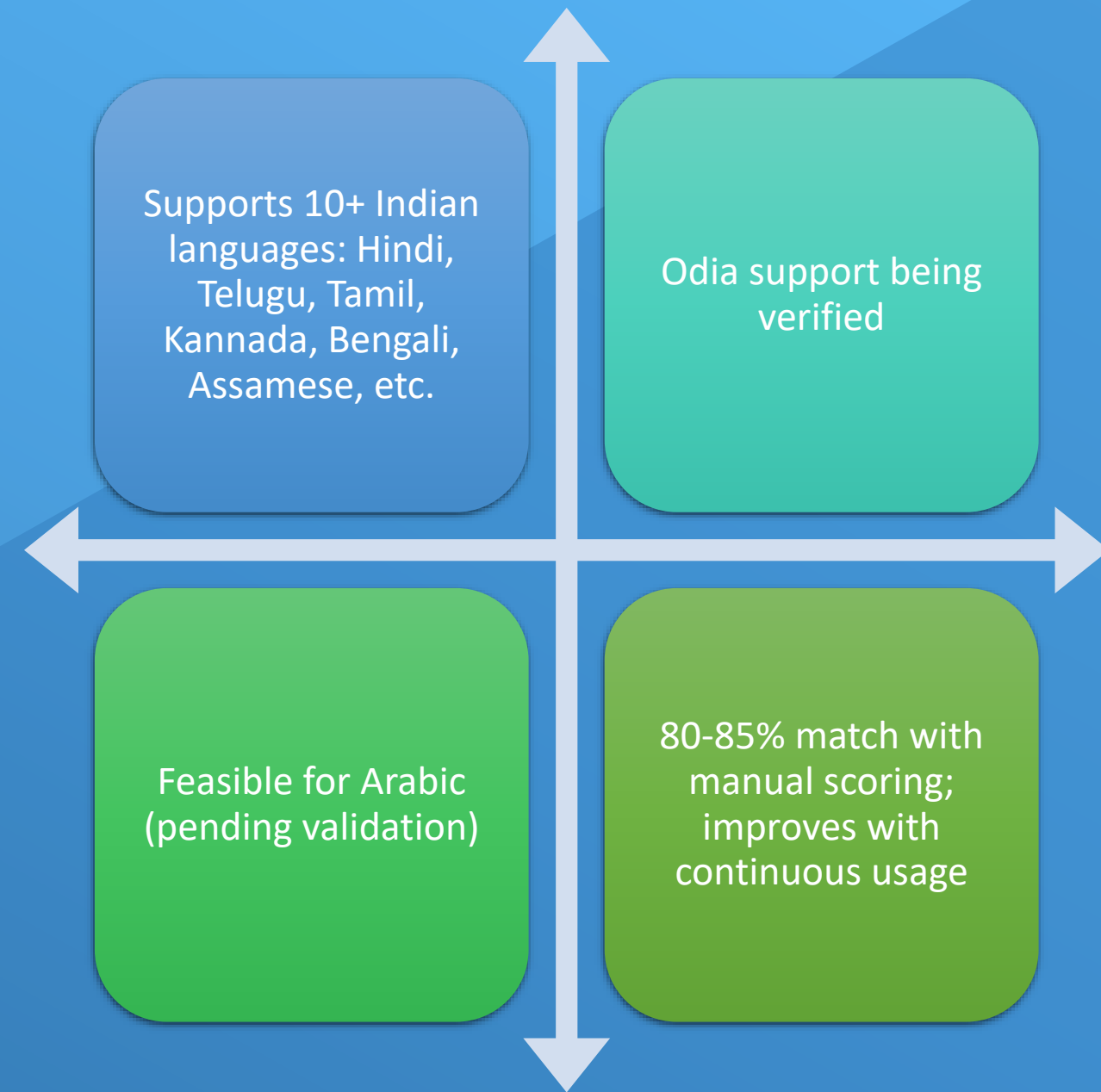


Exportable as Excel report



View AI's reasoning (Question and its evaluated Answer)

LANGUAGE & ACCURACY



SPEED AND SCALABILITY



Single call analysis: <2 minutes



Scheduler triggers batch processing post-campaign



High-volume processing supported



Dashboard shows status of all analysis jobs

MANUAL QA SUPPORT



Manual QA panel mirrors Excel process



Panel supports inline call listening and scoring



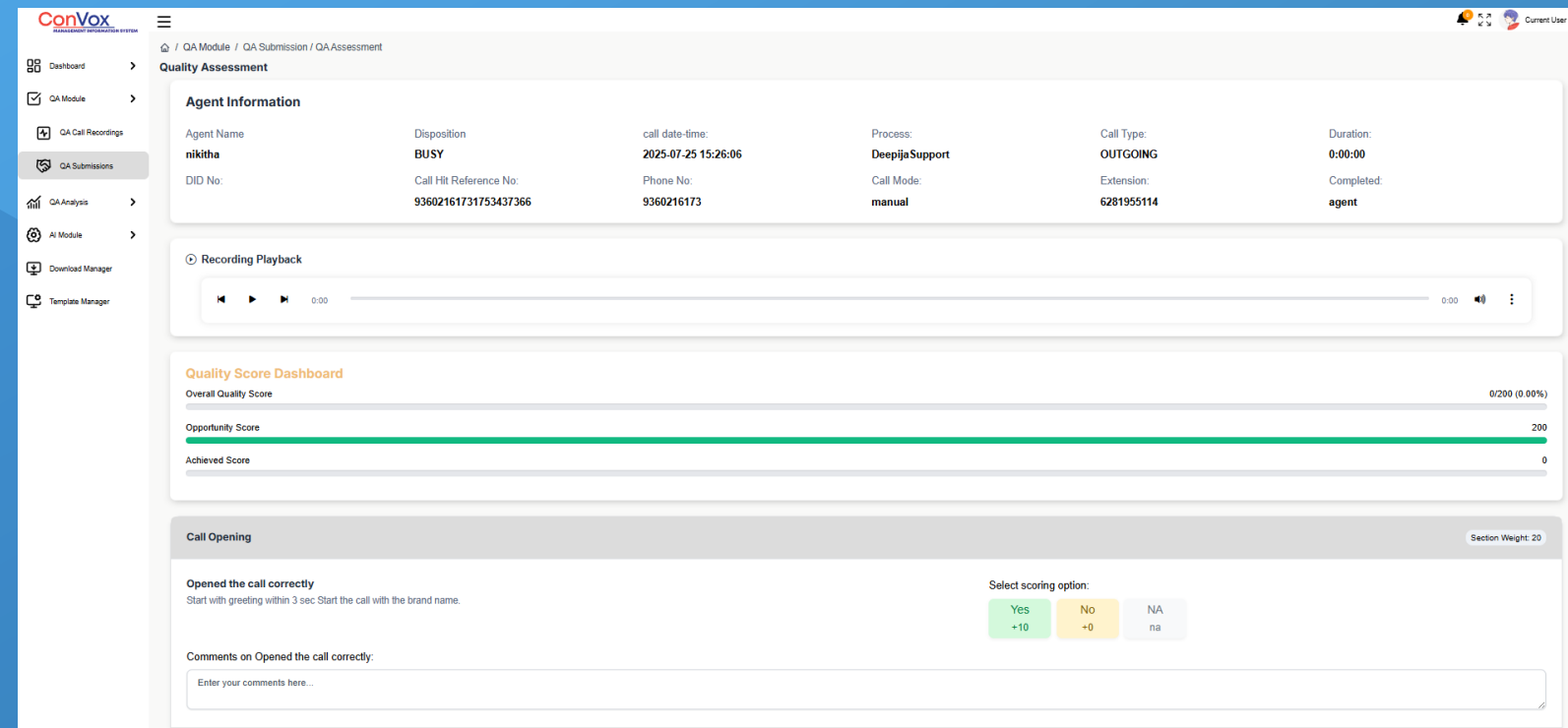
Reports include QA scores and call metadata



Manual scores can be compared with AI-generated scores



Manual evaluations can be fed into AI for further training



The screenshot displays the ConVox Quality Assessment interface. On the left is a sidebar menu with options: Dashboard, QA Module, QA Call Recordings, QA Submissions (selected), QA Analysis, AI Module, Download Manager, and Template Manager. The main content area is titled 'Quality Assessment' and includes a breadcrumb trail: QA Module / QA Submission / QA Assessment. Below this is the 'Agent Information' section, which contains a table with the following data:

Agent Name	Disposition	call date-time	Process	Call Type	Duration
nikitha	BUSY	2025-07-25 15:26:06	DeepijaSupport	OUTGOING	0:00:00
DID No:	Call Hit Reference No:	Phone No:	Call Mode:	Extension:	Completed:
	93602161731753437366	9360216173	manual	6281955114	agent

Below the table is a 'Recording Playback' section with a video player interface showing a progress bar at 0:00. Further down is the 'Quality Score Dashboard' section, which displays three horizontal progress bars: 'Overall Quality Score' (0/200 (0.00%)), 'Opportunity Score' (200), and 'Achieved Score' (0). The bottom section is 'Call Opening', which includes a 'Section Weight: 20' label. It contains a statement 'Opened the call correctly' with a sub-note 'Start with greeting within 3 sec: Start the call with the brand name.' To the right of this statement are three scoring options: 'Yes +10' (highlighted in green), 'No +0' (highlighted in yellow), and 'NA na' (highlighted in light blue). Below these options is a text input field labeled 'Comments on Opened the call correctly:' with the placeholder text 'Enter your comments here...'.

COMPARISON WITH MANUAL QA

Feature	Manual	QA AI
Time	High	Low
Accuracy	Varies	85-90%
Scalability	Limited	High
Consistency	Depends on agent	Uniform
Insights	Limited	Rich (Sentiment, Suggestions, Emotion)
Language Support	Limited	10+ Indian Languages, Feasible for Arabic

THANK YOU



Deepija Telecom



www.deepijatel.com



+91-40-49325555 | Toll Free: 1-800-102-DTEL(3835)