



Speech Analytics

AI-Powered Insights from Every Customer Call

Credgenics Speech Analytics converts every borrower call into actionable intelligence. Powered by generative AI, it captures, transcribes, and analyzes 100% of voice interactions — delivering agent guidance, automated quality scoring, and compliance alerts. Collections leaders gain deep visibility to boost performance, reduce handle times, and strengthen recovery outcomes.



Dual-Layered Speech Intelligence Dashboards

Individual Record Insights

-  Full call transcript viewer & detected keywords
-  Automated conversation summaries & QA form population
-  Real-time emotion detection, sentiment percentages & speech rate overviews

Aggregated Operation Analytics

-  Macro sentiment trends & top keyword tracking
-  Total calls analyzed summaries & operational emotion insights
-  Comprehensive quality analysis overviews & team scorecards

Impact Delivered



100%
Call Coverage



**Standardized
Quality &
Compliance
Audits**



**Maximized
First Call
Resolution (FCR)**



**Optimized
Average Handle
Time (AHT)**

About Credgenics

Credgenics is the leading AI-powered debt collections and resolution platform, trusted by 150+ banks, NBFCs, MFIs, fintechs, and ARCs worldwide. Its advanced full-stack solution leverages predictive and generative AI to assess risk, segment borrowers, and craft personalized recovery strategies across the end-to-end collections lifecycle. Supporting all credit products across retail and MSME/SME portfolios, Credgenics empowers lenders to accelerate recoveries, optimize operational efficiency, and drive smarter collections at scale.