rSTAR TECHNOLOGIES

AI Automation Cuts Call Transcription Time 50%

CASE STUDY

Overview

A Fortune 250 energy and utility company partnered with rSTAR to modernize its call center operations and reduce the burden on customer service agents. Agents were previously required to listen, respond, and summarize calls manually—often under time pressure and without transcription support. rSTAR introduced an AI-powered Agent Assist solution that transcribes calls in real time and generates structured summaries, enabling faster, more accurate documentation and paving the way for deeper call analytics and service improvements.

CHALLENGE & SOLUTION

The Challenge

Call Summarization Slowed Down Agents

- Agents had to listen, take notes, and summarize each call, increasing the risk of errors or incomplete documentation.

No Built-In Transcription Capabilities

- IVR lacked transcription, preventing automated summaries or call analysis and limiting visibility into agent performance.

High Call Volume Across Divisions

- The utility received 60,000 to 80,000 monthly calls enterprise wide, and managing this volume manually was expensive.

The Solution

Real-Time Transcription and Summarization

- Created a real-time call transcription and summary solution that captured key details.

Custom UI for Seamless Agent Experience

- A user-friendly interface was built to display live transcriptions and enable quick summary generation.

Scalable Architecture for Enterprise Deployment

- Scalable AI solution easily handled high call volume and lays the groundwork for quality scoring, coaching, and sentiment analysis.

Technologies

OpenAI

Azure Webapp

Azure Functions

ConvergeOne

Azure Communication Services

RESULTS

50% Reduction in Documentation Time

By automating transcription and summarization, agents no longer need to manually write call summaries. This significantly reduces average handle time and allows agents to transition between calls more efficiently.

Average Handle Time Reduced 10-20%

Average Handle Time has been reduced 10-20% monthly, resulting in considerable efficiency gains.

20% Savings Per Call

With each call costing between $16 and $25, reducing handle time and improving workflow efficiency translates directly into substantial cost savings. These savings compound across tens of thousands of calls monthly.

Improved Service Quality and Analytics Potential

The structured summaries enable better tracking of call quality, performance, and customer sentiment. This opens the door to advanced analytics, coaching opportunities, and continuous service improvement.

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