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# NLP OF AUDIO FILES

Transcription Time

<5 min

Word Accuracy

100%

In-depth Meeting Analysis



Performance Evaluation



## The Client

An urban microfinance non-government company in India with 1.8 lakhs customers.

## Industry

NBFC-MFI

## Overview

A Non-Banking Financial Company-Microfinance Institution(NBFC-MFI) that caters to the financial needs of the low-income segment of the society. The company has a loan portfolio of 255 crore rupees, with 1.8 lakhs customers in four states through 52 branches.

## Business Challenge

Loans are the obvious source of credit-risk; However, our client facilitates high-risk unstructured loans to MSMEs. In order to reduce rate of bad loans and to make data-driven decisions, client sought to record the daily client meetings. To gain insights into the happenings of the meetings and understand the health of a customer group, etc.

## Our Approach:

Build an end-to-end approach that starts with accurate speech-to -text transcription by leveraging third party tools and create a detailed summary report.

## Outcomes

- ✓ Easy data capture process for field staff.
- ✓ Analytics on voice notes to help gain an improved visibility of customer meetings.
- ✓ Understand group and customer dynamics better.
- ✓ Ability for the business to be proactive and take faster data driven decisions.