



Talkmap's AI-powered machine learning platform transforms customer calls and chats into actionable insights for business improvements and automation.

Industries

- > Finance, banking, and insurance
- > Communications and media
- > Large enterprises with high volumes of customer interactions

Challenge

- > Extracting customer insights for business improvements and automation is an arduous, manual effort.
- > Data is massive and unstructured, and extracting insights can take 8-24 months and millions of dollars. By then, results are outdated.

Products Used

- > Machine learning clusters with 64 NVIDIA V100 Tensor Core GPUs for training and inference

Results

- > Actionable customer insights from calls and chats in nearly real time, delivering superior business intelligence
- > Improved and accelerated automation, bot training, and ongoing improvements for chatbots, virtual assistants, and interactive voice response systems (IVRs)
- > Customers consistently identify Business Case values of \$10M-\$350M annually

GAME-CHANGING CONVERSATIONAL INTELLIGENCE IMPROVES AUTOMATION, BUSINESS INSIGHTS, AND PROFITABILITY

"This is a breakthrough technology. It does things that people don't believe are possible."

— Dan Miller, Opus Research

A Need for Massive Computational Capabilities

Talkmap is a revolutionary conversational intelligence and automation platform that uses AI-powered machine learning, with conversational understanding, to automate the manual, slow, and costly effort of accessing insights from conversations with customers and prospects.

What used to take 8–24 months can now be done in hours, with more accurate and robust results.

Talkmap's Solution

Talkmap's proprietary technology delivers critical information that accelerates automation and business improvements for the world's largest customer-focused enterprises. Talkmap's solution not only identifies "what" is happening, but importantly, it also provides visibility as to "why" it's happening.

Talkmap's self-supervised machine learning platform ingests, labels, structures, analyzes, and maps raw conversation data automatically. As a cloud software-as-a-service (SaaS) platform, it provides an easy-to-use dashboard with analysis tools, enriched data exports, and visual maps that provide a broad range of insights for improvements across an organization.

The Results

As an example of what the solution can achieve, in just days, Talkmap automated a world-leading fintech company's large data science team's two-year effort, delivering

- > Significantly more accuracy: 89% F1 accuracy (versus 83%)
- > \$14 million of annual savings (in a fraction of the time and cost of their previous approach)

Talkmap talkmap.com

Talkmap's solution delivers better-than-human accuracy and more robust understanding at scale. Talkmap is accelerated through NVIDIA Inception, a program supporting the world's leading AI startups.

To learn more, visit www.nvidia.com/finance