speeki
eLine

Automated telephone system

Speeki's AI-powered automated telephone channel makes it quick and simple to make reports.

Removing human call handlers eliminates inconsistencies and errors and enhances anonymity and comfort levels, increasing the likelihood of reports being completed.

Speeki is flexible enough that anyone can report at any time using traditional or digital methods. The platform supports users that don't use mobile phones or apps and even users in countries that only have landlines. All of this adds more ways to Take no chances, Hear all voices.

Call answered

Language selected

Introductory message

Category of concern selected

Case ID and pin code allocated
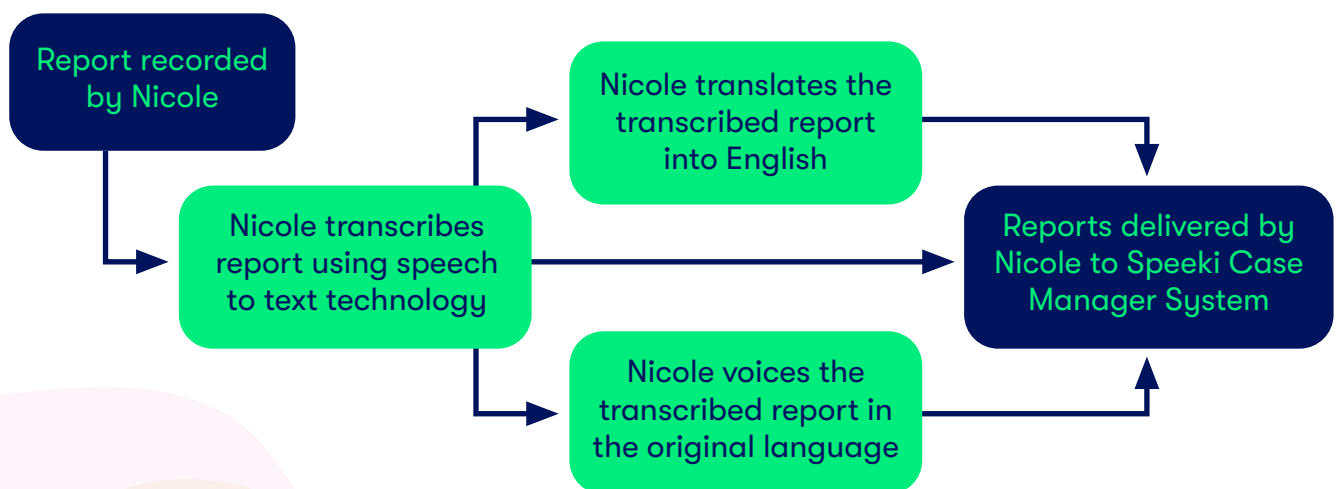
Confirm report

Record details

Instructions to record details

Report issues by phone to Nicole, our AI-driven digital assistant.

✔ Get straight through to Nicole to make a report

✔ Make the right languages available to stakeholders in each of your countries

✔ Customise the categories, introductory message and instructions for leaving a report

✔ Reporters can follow up on their reports using their Case ID and pin code through the Speeki app or web portal

✔ Receive the original voice file (in Nicole's voice to protect anonymity) and the transcribed version in both the original language and English

How Nicole works

Report recorded by Nicole

Nicole transcribes report using speech to text technology

Nicole translates the transcribed report into English

Nicole voices the transcribed report in the original language

Reports delivered by Nicole to Speeki Case Manager System

Nicole ensures anonymity for each caller by revoicing their report before delivery

Nicole provides the company with the revoiced recording and transcriptions in the original language and English

Grow your business using valuable insights today.

Request a demo today!

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