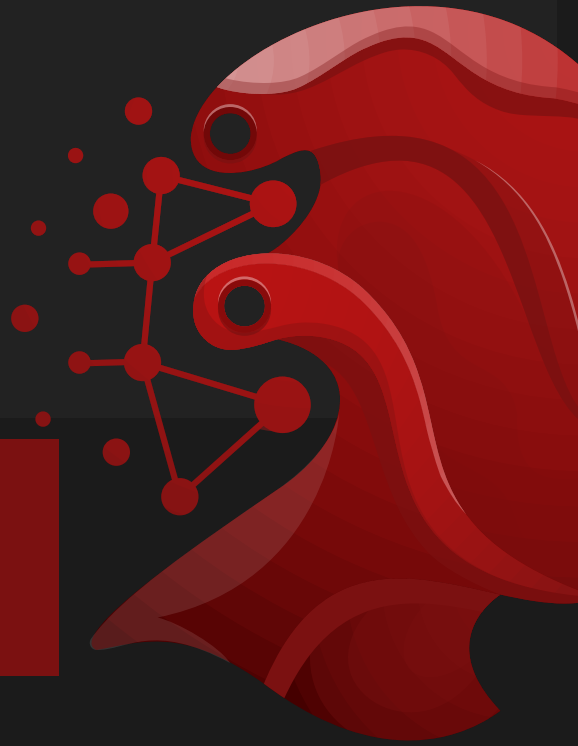


# KAREN

## AI Complaint Assitant



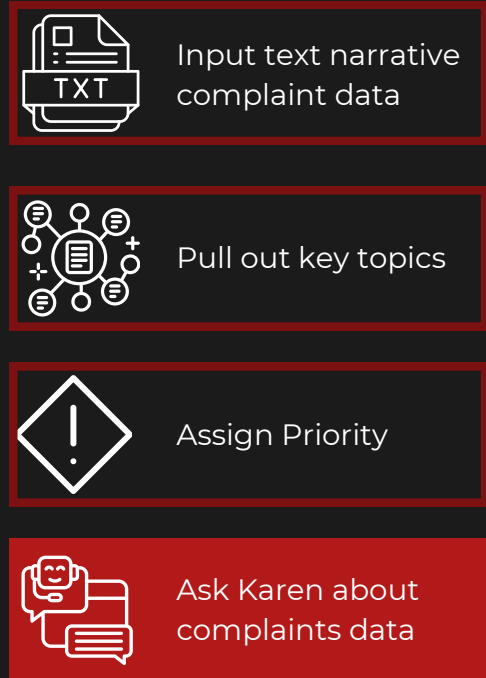
### Problem

Financial institutions receive millions of complaints. Gaining insights and deciding how to prioritize these complaints takes time.

### Solution

Meet Karen!

**Complaint Specialist**



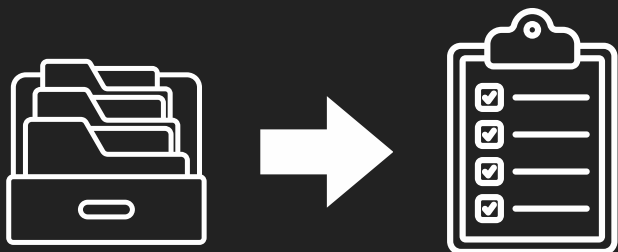
Transforming unstructured customer complaints into actionable, prioritized insights through an AI assistant

# Topic Discovery

We used a topic modeling technique to turn raw data into structured topics

## BERTopic

type of topic modeling that uses transformer-based embeddings and clustering to automatically group text into coherent topics.



## Call Data

### What about complaint calls?



Call data rarely has narrative attached because of limitations in transcription

We have embedded transcription directly into Karen



## Priority Scoring

Weighted combination of:

Topic Danger



Volume Score



Growth Score



Recency Score



Length Score



## Karen Can:



Create Visuals

- Bar Charts
- Pie Charts, etc.



Answer Metric Questions

- Priority
- Counts