FINBYZ TECH PVT LTD

VOICE RECORDING + AI FEEDBACK

Overview

An AI-powered tool that records and analyses sales calls, giving instant transcripts, feedback, and improved outreach scripts — all inside ERPNext. It turns every call into a **scalable coaching opportunity** for better conversions.

Workflow Steps

1. **In-App Recording** → Record calls directly inside ERPNext or upload from third-party tools.
2. **Automatic Transcription** → AI converts speech into word-by-word transcript.
3. **Detailed Analysis** → Tone, keywords, pauses, and engagement patterns are highlighted.
4. **Actionable Feedback** → AI suggests improvements for clarity, persuasion, and delivery.
5. **Script Recommendations** → Get 2–3 sample outreach scripts tailored to your context.
6. **Seamless Integration** → All data stored and displayed neatly inside ERPNext.

AI Call Insights

Record Calls — Start/stop in Frappe or upload from tools

AI Analysis — LLM reviews recordings and extracts insights

Call Report — Word tone, key-words, and res-ponses analyzed

Smart Tips — Clear AI suggestions for performance improvement

Outreach Boost — 3 scripts to improve conversion and engagement

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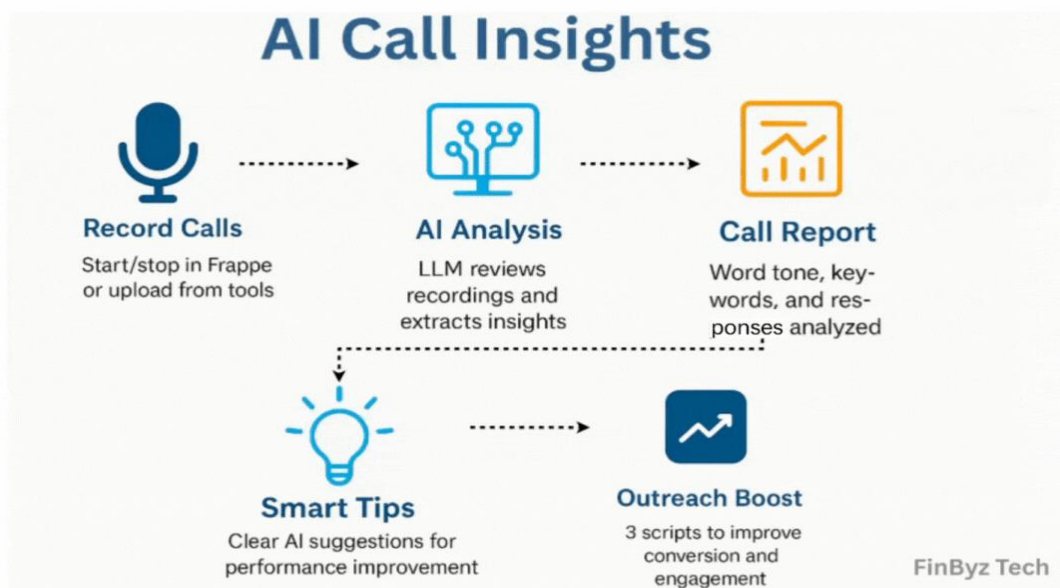
How It Works

- **Record Calls** → Start/stop inside ERPNext or upload existing audio.
- **AI Transcription** → System sends file to LLM for transcription.
- **Analysis** → AI reviews every word, tone, and keyword.
- **Feedback** → Suggestions for improvement are generated.
- **Scripts** → AI provides 2–3 optimized cold outreach templates.
- **Review in ERPNext** → Transcripts, feedback, and scripts appear directly in the Voice Recording Doctype.

Benifits

1. **Improves Sales Skills** → Reps learn from detailed call breakdowns.
2. **Consistency** → Teams follow structured outreach scripts.
3. **Faster Training** → New hires get instant coaching feedback.
4. **Scalable** → Works across 100s of calls, not just manager-reviewed ones.
5. **Better Conversions** → Continuous improvement in tone and delivery boosts engagement.