



VALIDATE RESULTS WITH A PROOF OF TECHNOLOGY

How a national financial firm validated real-time transcription securely in Salesforce Voice and Avaya. This Fortune 500 company needed to confirm latency, compliance, and performance before deploying AI-driven transcription across its contact centers. AMC Technology designed a live Proof of Technology that replicated production conditions and gave the firm clear visibility into accuracy, data handling, and scalability.

Project Goals

- Validate AI transcription accuracy, latency, and data security
- Ensure compliance with financial-industry standards
- Confirm ROI and technical readiness before large-scale deployment
- Reduce risk by testing with live systems and existing infrastructure

Service Capabilities

- Live 30-day Proof of Technology executed in a production-like environment
- Salesforce Voice + Avaya AES integration powered by the DaVinci Toolkit
- Real-time transcription accuracy and redaction validation
- End-to-end workflow and analytics testing
- Executive-level performance reporting and recommendations

Results at a Glance

- AI transcription validated securely and in real time
- Compliance and latency benchmarks confirmed
- Measurable ROI established prior to investment
- Clear path to scale AI across advisor network
- 30-day Proof of Technology delivered full confidence to proceed

KEY METRICS

30 Days

VALIDATION PERIOD



1600

BLUEPRINTED
EXPANSION FROM
115 USERS



READY TO GET STARTED?

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What is a Proof of Technology?

AMC Technology's Proof of Technology (PoT) Service provides a controlled, production-like environment to validate performance, security, and ROI before full implementation. Through live testing, AMC ensures solutions meet compliance requirements, operate efficiently, and deliver measurable results, so organizations can move from concept to deployment with confidence.