

METHOD AND SYSTEM FOR REAL TIME RECOMMENDATION

ABSTRACT

Embodiments of the present disclosure may include a real-time recommendation method for customer service agent voice data, including receiving a customer's voice input. Embodiments may also include processing the voice input to determine an optimal end time based on speech rate. Embodiments may also include transcribing the voice input using an ASR model. Embodiments may also include retrieving relevant content based on the transcribed voice input. Embodiments may also include displaying the content to a customer service agent in a manner designed to enable rapid reading and response.

FIG. 1