

# Voice Insight

Voice Insight is an enterprise voice intelligence solution for sensitive industries, powered by Alibaba Cloud's [Qwen-audio](#) and [Qwen2.5-max](#). It uses advanced AI to deploy ASR or quality inspection engines (90%+ accuracy), handling end-to-end recognition and analysis while ensuring data security and compliance.

Solution  
Description

Technologies  
Used

AI

Public Cloud & On Prens

Public  
Cloud/On  
Prens

Voice Insight

Use  
Case 1

A bank in Hong Kong uses Voice Insight to perform quality inspection on its voice customer service. By transcribing audio conversations with customers into text for speech analysis, the system checks whether any inappropriate or prohibited statements were made during the calls. This approach has boosted efficiency by 80%, enabling the processing of 15 minutes of audio within just one minute.

Financial insurance, government agencies, logistics industry, e-commerce services

Application  
Area

Category

AI Product Solution