

CUSTOMER SUPPORT CRM AUTOMATION

Personalized solution to improve business efficiency and simplify management

Case Study

Industry: Healthcare

Location: Germany

Summary: Our client needed to automate, analyze and extract key information from patient calls, integrate it into the crm and update profiles. Partial compliance with German data regulations also needed to be upgraded to full compliance.

Challenges:

- CRM operations were time consuming, prone to human error,
- Not efficient
- No automatic recognition & analysis of phone conversations
- Lack of automated extraction of the key information
- No integration between CRM & clients' profile updates
- Partial compliance with German data protection regulations

Value:

- Reduced response time
- Enhanced accuracy
- Fully secured operations
- Compliant with German regulations

Services and expertise: CRM System Development

Technology: Python; Pyannote/Segmentation-3.0; Custom model based on Llama; Local Servers with AES-256 encryption and strict authentication; Docker and Kubernetes.

Project goal:

Develop an automated call management system for pharmacies to recognize and analyze customer conversations in real time via extracting and recording key information directly into the CRM.

The project goal was to comply with the **stringent security and german privacy standards** and ensure full personal data protection as well as system autonomy without external network connections.

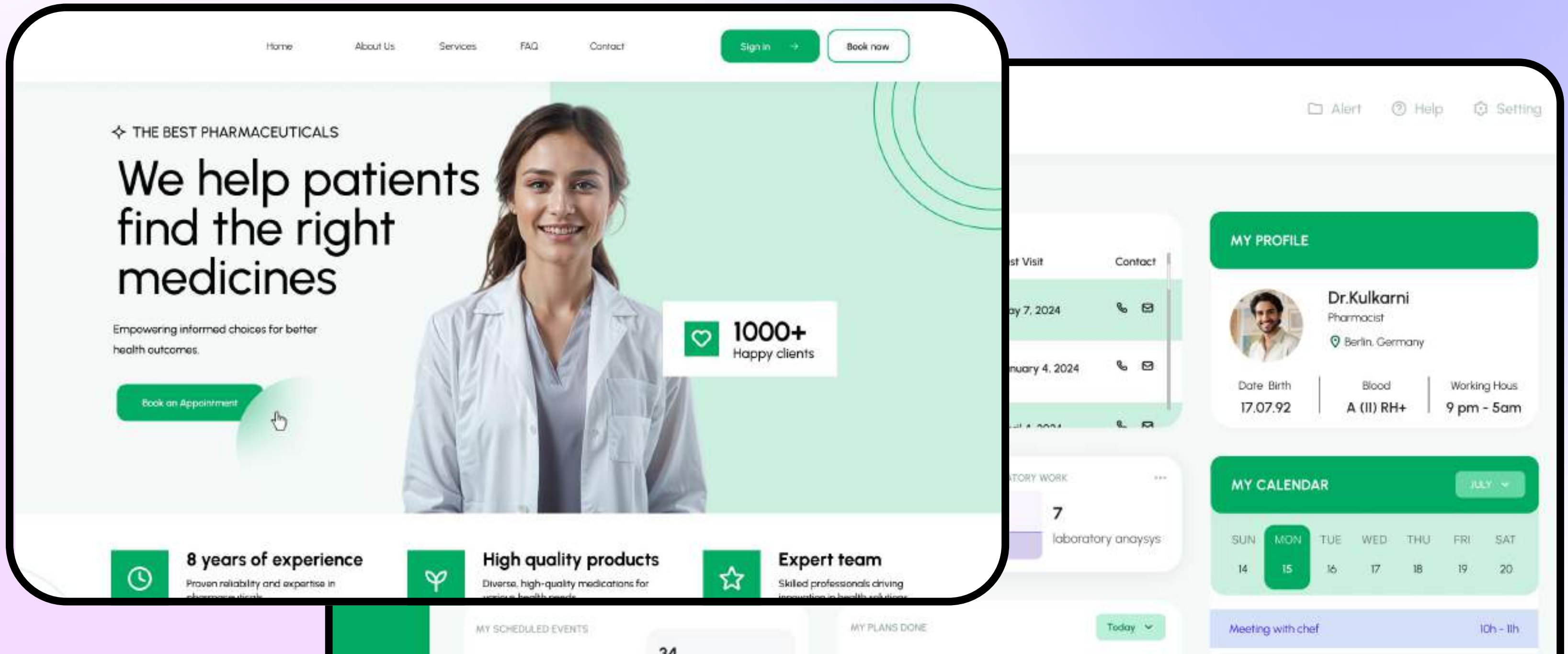
Key objectives:

1. Automatic recognition of phone conversations (voice-to-text).
2. Extraction of key information (personal data and medication requests).
3. Integration with crm for automatic client profile updates.
4. Full compliance with stringent security requirements and data protection at the local level.

RESULTS

A **system** that transforms conversations into text in real time, analyzes data using AI (Llama), and automatically fills out the CRM.

Interaction scenarios were automatically selected based on client data analysis (medication suggestions and routing to doctors). The system operates entirely on the company's local servers **without external access**. Data is encrypted and protected according to the latest standards, ensuring **full autonomy and information security**.



VALUE

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Reduced response time. Handling process automation requested by the customer significantly reduced response time.

Enhanced accuracy. Integration with crm streamlined customer data management and improved request processing accuracy.

Provided secure operation. The system complies with germany's stringent security requirements, ensuring autonomous and reliable operation without external connections.



ABOUT CURIE TECH

Curie Tech is a full-service software development company that helps businesses turn ideas into top-quality digital products. We also know what it takes to make white-label a success.

Extensive IT market expertise enables us to spot our clients' needs and deliver the perfect solution. We help businesses grow and avoid pitfalls that might harm their resources.

Our clients rely on our expertise to develop the best solutions in Affiliate Marketing, Custom Software Development, WEB3 Development, Web Data Extraction, AI, ML, and Data Science. We offer the following services in Healthcare, Agriculture, Professional Services, Marketing & Sales, iGaming:

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