



From missed words to meaningful conversations — precision at scale for those who need it most

AI meets human empathy to restore right to communicate

Client Profile

Giving voice back to those with hearing loss

Our client is a leading US-based Telecom company providing real-time captioning services for people with hearing loss, displaying instant written transcripts on a large screen so users can participate fully in calls, for daily connections, emergencies, and everything in between. TP partners with the client to combine cutting-edge AI with human empathy across caption testing, monitoring, and call completion.



TP wins Gold for Best Use of AI in Real-Time Customer Engagement
for leading US-based Telecom company providing real-time captioning services for people with hearing loss

Business Challenges

High-stakes accuracy in every conversation

For a service where every missed word matters, the client faced six interconnected challenges:

Speed & Accuracy Reducing caption latency and errors to mirror natural speech in real time.	Emotional Fidelity Preserving empathy and context that AI alone consistently misses.	Team Adoption Overcoming frontline resistance to automation without disrupting human roles.
User Trust Scaling a service people rely on for emergencies, not just convenience.	Legacy Migration Replacing outdated voice tools with scalable AI platforms — without downtime.	Operational Discipline Achieving 100% compliance with accuracy standards across all agents.

Solution Implemented

AI-powered correction, guided by human judgment

TP deployed a “Human-in-the-Loop” model anchored in its TAP (Technology, Analytics, and Process Excellence) framework, pairing AI-driven Speech-to-Text (STT) with expert human oversight.



Live STT Correction Platform

Replaced legacy tools with an advanced system that generates live AI transcripts, refined by TP experts in real time during every call.



Emotional Intelligence Layer

TP experts monitor and correct conversational tone, preserving empathy and nuance that AI routinely misses.



Speed to Proficiency

Structured training programs accelerated customer expert adaptation to the new correction-focused workflow.



Adaptive Learning

Call data continuously fed back into STT engines, driving ongoing quality improvements.

Real Results

Measurable impact. Expanded trust.

122%

improvement in test call scores — from 2.0% (in August 2025) to 4.45% (December 2025) in five months

>94%

login consistency — operational stability sustained across all customer experts

89%

remote monitoring — exceeding the 85% target throughout Q4 2025

100%

compliance — perfect accuracy adherence across every captioning operation

9/10

KSAT — top client satisfaction, reflecting high confidence in the partnership

270

seats expanded — service quality so consistent, the client scaled the partnership to reach more user

