



TALK.WIN

Voice Intelligence – Return on Investment

Welcome to your eBook, ‘Voice Intelligence – Return On Investment.’ Discover how you can transform every business conversation into actionable, multilingual insights that are always available – profitably.

overmind.one
Conversational AI at its Best

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What Voice Intelligence (VI) really is

Voice Intelligence analyses conversations and delivers multilingual, actionable insights – for all teams, at any time.



Social code
Context intel

Why voice intelligence wins

Our voice is the most modern UX between us humans. Let's give it its own intelligence.

She listens, understands, responds and acts.

Train Skills

Activate language intelligence to interact with people and improve their skills.

Transfer Knowledge

Train linguistic intelligence to transfer knowledge in onboarding and offboarding processes.

Win Leads

Present voice intelligence as your first line of defence and let it win leads and opportunities.

Talk to Products and Data

Develop language intelligence as a voice for products or as an interpretation engine for data.

Customer Service

Meet your customers around the clock, in multiple languages, whenever and wherever they encounter problems.

... and offers additional benefits ...

Multi-lingual

Language intelligence offers multilingual knowledge and personalised culture.

Available

Voice Intelligence is available around the clock and fail-safe.

Scalable

Effortlessly integrates new areas of knowledge or fields of application.

Adaptive

Constantly adapts to changes in the market, products and user behaviour.



Talk to Lex
<https://lex.overmind.one>

Fundamental considerations regarding voice intelligence

Pain Detection

Conducting process audits, involving stakeholders, analysing customer feedback and identifying data-intensive processes can be the most important steps in identifying the main problem areas.



Lex Goetz
CEO Overmind.one

„Schwierigkeiten innerhalb der eigenen Organisation zu erkennen, ist eine schwierige Aufgabe, und noch schwieriger ist es, die richtigen Lösungen dafür zu finden.“

Research

Some VI tools are designed for specific industries. Find out about providers and solutions that specialise in your industry, as they often offer ready-made models, functions and integrations tailored to the needs of the industry.

Evaluation

Ensure that VI solutions align with your business objectives, evaluate the provider's expertise and experience, explore product capabilities and features, and inquire about trial environments.

Implementation

Define clear goals, review internal talent and expertise, consider all (hidden) costs and ROI, ensure compliance with ethical and legal requirements, and evaluate implementation and change management issues.

Improvement

Offer comprehensive training, promote cross-departmental collaboration, improve data management and access, and finally, start with small, impactful projects.

Ressources

Consider data resources, technical infrastructure, human and financial resources, as well as your organisational readiness and the support of your potential provider. Finally, don't forget about resources for security and maintenance.

Daily Business

Creating suitable plans may be helpful, but day-to-day business repeatedly throws the theoretical framework out the window. Be aware of what could go wrong by applying the falsification approach.

Existing Processes

Be aware that new technologies sometimes require new processes that have not been tested internally. Encourage an open-minded and flexible mindset within your teams.

The foundations of knowledge and experience

Wissen ist die wertvollste Ressource eines Unternehmens – und gleichzeitig die am schwierigsten zu verwaltende. Diese Herausforderungen prägen den Alltag fast aller Organisationen:



Knowledge fluctuations due to staff turnover

When employees leave the company, they take valuable experience and knowledge with them. New employees need time to familiarise themselves with their tasks – during this time, positions often remain vacant and gaps in expertise disrupt the workflow.



Documentation as an unpopular additional task

Documenting knowledge takes time and is usually done retrospectively. As a result, entries are often incomplete, outdated or not created at all – the 'knowledge archive' becomes a patchwork quilt.



Time pressure in problematic situations

In critical situations, every minute counts. Long searches in documentation or forums slow down response times and increase error rates.

Declining relevance of documents

Once created, documents quickly become outdated. A lack of updates leads to incorrect assumptions, recurring problems and mistrust in the system ('That's no longer correct anyway').



Dependence on key individuals

If only a few employees know how something works, knowledge monopolies arise. This leads to bottlenecks, overload and a high risk if these people are unavailable.



Lack of measurability and ROI

Many companies invest in wikis or DMS systems without measuring their effectiveness. KPIs such as time-to-productivity, mean time to answer or rework rate are missing – the added value remains invisible.



Traditional knowledge management is no longer sufficient today



The Problem: Knowledge is lost



Core Problem

Valuable experiential knowledge is predominantly implicit (in minds), not explicit (in systems). Onboarding and offboarding are critical moments when this knowledge can be lost.



Causes

Time pressure, tool fragmentation (wikis, Drive, emails, chat), lack of standards, low motivation to document, and loss of context (why was something solved in this way?).



Specific effects

Longer ramp-up time, recurring errors, duplication of work, dependence on key personnel (bus factor), loss of quality for the customer, compliance risks.



Symptoms you can already see today

Increasing MTTA, frequent 'Does anyone know ...?' queries, internal 'shadow experts' who are overloaded, and customer feedback indicating inconsistent quality.

Anna leaves, taking with her three years of project expertise. Two months later, the team revisits the same loop. The documentation exists, but no one can locate the relevant passage in a timely manner.

The silent leak: How experiential knowledge slips away

Experiential knowledge is the invisible engine of every team – but it is precisely this engine that overheats and loses energy when people come and go. During offboarding, application-specific detailed knowledge about customers, workarounds and priorities often disappears with the person. During onboarding, newcomers are confronted with scattered islands of knowledge and vague documentation: lots of text, little relevance to the situation.

The result: longer training periods, recurring errors, and duplication of work. In practice, speed counts – but those who search long wikis under time pressure rarely find what they are looking for quickly. The organisation pays twice: for lost time and for re-solving problems that have already been solved.



Process Swimlane

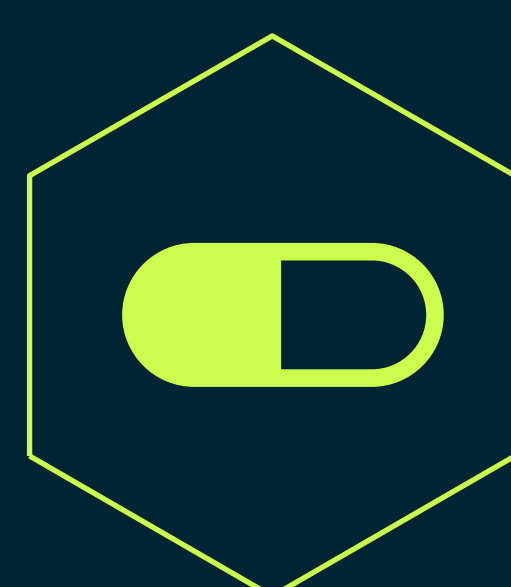
Enquiry → Search in 4 tools → Follow-up questions in chat → Wait → Solution → Manual follow-up documentation (often never)

Why traditional documentation fails

Uncertainties and pains

Duplicate tasks

Documentation happens after the actual work. It feels like 'paying twice' – and therefore gets neglected.



Friction points along the journey

Recording (forgotten), structure (inconsistent), maintenance (outdated), search (too slow), trust (doubts about topicality)



Governance & incentives

Without responsibilities, clear taxonomy and visible use ('my contribution really helps'), motivation declines.



Content half-life

Without maintenance, documentation loses relevance. Content becomes outdated, context is missing, links are dead, tags are inconsistent.



Search in the situation

In real problem situations, context fit counts in seconds. Long pages are a hindrance; short spoken answers with follow-up questions would be better.

Contextual recording (at the moment of experience), dialogical clarification ('Do you mean machine X with firmware Y?'), automatic structuring and a feedback loop that flags outdated content.

Writing down knowledge? Double the work – and rarely usable in time

Traditional documentation processes create friction: once a solution has been found, people have to invest more time in writing it down, structuring it clearly and keeping it up to date. When time is short, day-to-day operations take precedence and documentation falls by the wayside. Even when content does exist, its use often fails for three reasons:

- Findability: Search results are too broad, too vague for the moment.
- Timeliness: No one knows whether the information is still valid.
- Context: The 'When does this apply? What if...?' is missing.



The Solution: Voice Intelligence

Definition & Principles

Voice Intelligence (VI) captures knowledge in the flow of work, automatically structures it and makes it accessible via voice in seconds – dialogical, context-sensitive, multilingual.



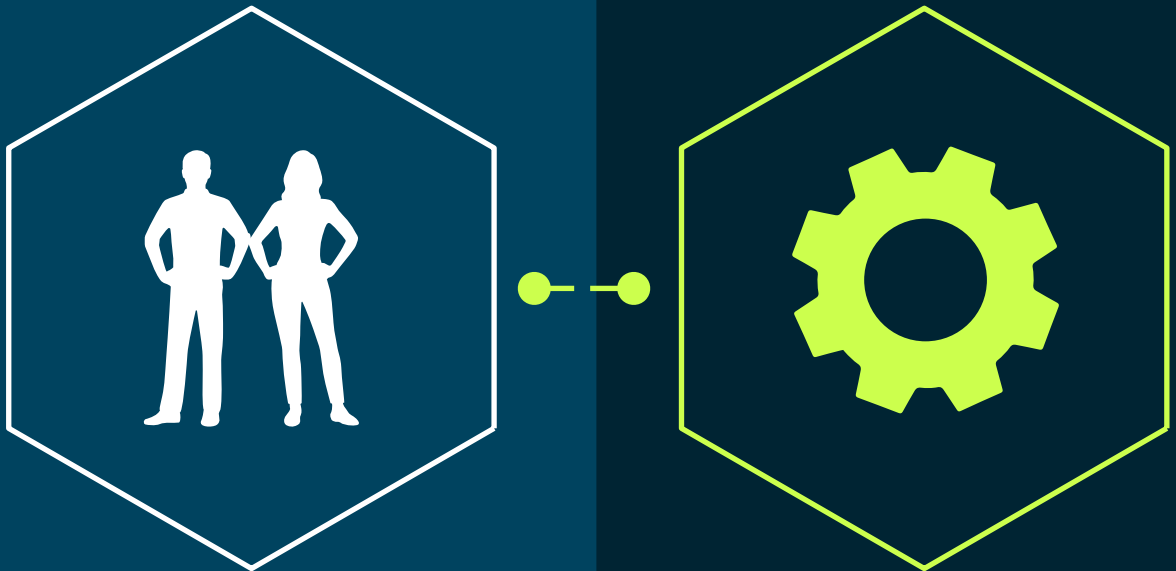
Help in the situation

Seconds instead of minutes: 'VI, I'm at machine X, error code 43, firmware 2.1.' → specific sequence of steps + 'Should I save this as a checklist?'



Measuring success (KPIs & example ROI)

MTTA ↓, TTP ↓, Rework ↓, Containment-Rate (Percentage of resolved enquiries without escalation) and sample calculations



Value Stream (End-to-End)

Capturing: spontaneous voice memo, meeting recording, short Q&A.
Structuring: transcript → chunking → tags/entities → evidence/references.
Retrieval: voice search ('How did we solve E15 last week?') with follow-up questions for clarification.
Learning loop: feedback ('helped/did not help'), automatic updating/archiving.

Security & Compliance

Roles/rights, data classification, audit trail, GDPR-compliant storage, notes on generated responses ('source/status').

Quick-Check

Talk instead of search: knowledge where the work happens

Voice Intelligence shifts documentation from after the fact to the present moment: knowledge is captured at the moment of experience – as a short voice memo, meeting excerpt or guided dialogue. An intelligent layer automatically structures content, links to sources and suggests appropriate tags.
When you need help, simply ask: 'How did we solve this last time?' VI clarifies queries (machine? version? location?), provides a concise, applicable sequence of steps and shows the source. If it helped, the feedback is sent back and outdated content is marked.

Why teams love it: no duplication of work, answers in seconds, visible benefits ('My contribution is being found').
Why CFOs like it: quickly measurable efficiency gains, fewer dependencies, lower risk.

Short dialogue (example):

Employee: 'VI, error E15 on line 3, replace pump?'
VI: 'Yesterday: seal instead of pump. Check steps 1–3. Should I open the checklist?'
Employee: 'Yes, and save it for line 4.'
VI: 'Saved. Ticket #742 updated, maintenance date suggested.'

How much knowledge is spontaneously recorded today?

How do you measure the cost of knowledge loss?

How quickly do new employees find answers to their questions in their first few weeks?

The ROI of voice intelligence

From cost factor to
value driver: the
business case for
voice intelligence



Acceleration in Onboarding

Problem

New employees need an average of 3–6 months to reach full productivity.

Voice Intelligence-Effect

+30% faster training thanks to immediate availability of experiential knowledge.

Example calculation

Employee costs: €45,000/year
10 new employees per year
Ramp-up reduction: 1 month per employee
Savings: **€45,000** per year



Knowledge retention at Offboarding

Problem

When key employees leave the company, expertise is lost → errors, delays and project costs increase.

Voice Intelligence-Effect

40% of knowledge remains available in the system.

Example calculation

5 key personnel/year
Estimated value of their knowledge: €20,000/person
(e.g. through avoided project delays)
40% secured → **€40,000** value contribution/year



Troubleshooting & error minimisation

Problem

Technicians and support teams spend a lot of time searching for solutions.

Voice Intelligence-Effect

25% less time per incident, fewer escalations.

Example calculation

50 incidents/week × average processing time of 1 hour
Hourly rate: €60
25% time saving → €750/week → **€39,000**/year



Efficiency in knowledge work

Problem

Employees spend 20–30% of their time searching for information.

Voice Intelligence-Effect

15% reduction

Example calculation

100 employees × 40 hours/week × 20% search time
Hourly rate: €50
15% time savings = 600 hours/week = €30,000/
week, i.e. **>€1.5 million**/year

Voice intelligence pays off – quickly and measurably

Whether it's faster onboarding, less search time, lower error rates or secured knowledge: Companies typically achieve a 3 to 10-fold ROI, often with payback periods of less than 3 months. The biggest levers are productivity, knowledge retention and cost reduction in the event of disruptions.

Kontakt

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