

SPEECHANALYTICS

Driving Performance in the Call Center



What is Speech Analytics?

Using artificial intelligence to harvest the vast amount of data within your contact center's recorded calls.



How does it drive contact center performance?

Script Adherence

Compliance

Call Categorization

Performance Statistics

Quality Management

Training

Script Adherence

Are your agents saying what you want?

FEATURE:

Keyword search and
automated scoring

Proper Greeting

Product/promotion mentions

Ask for payment/order

Proper Close



Compliance

Are your agents putting you at risk?

FEATURE:

Automated scoring, automated reporting, key word search

Legal notice

Call recording disclosure

Right party verification

Threatening statements

Harassing language

Call Categorization

Why specifically are customers calling you?

FEATURE:

Automated call categorization
and call dispositions

Website navigation/functionality issues

Insufficient website content

Product issues

Price/promotion questions

Returns

Account changes

Call Categorization

Why specifically are customers calling you?

Over 60% of calls in most call centers could be “self-serviced” by the customer through online properties!

Reduce call volume and talk time by understanding where those opportunities are.

Performance Statistics

Who's performing well? Who is not?

FEATURE:

Agent statistics report

Monitor by Agent:

Number of calls per day/week

Average call duration

Average silence time

Average talk over time



Quality Management

“One-on-One” coaching for every agent

FEATURE:

Customized, manual QM scorecards

Focus on the skills that matter most to your business

**Leave coaching tips at the question level
to improve performance**

Track agent performance through dashboard

Track contact center performance through dashboard

Training

Leverage best practices to drive behavior

FEATURE:

Call tagging and call search

Identify calls that are stellar examples

Tag those calls accordingly

- Close the sale
- Conflict resolution
- Amazing Service

Use call search to retrieve and play tagged calls during training

The Results?

Improved agent performance —→ **Improved business results**

Increased compliance

Reduced call volume

Reduced average talk time

Thank you



Contact us with inquiries:

sales@speechiq.com
278 N. 5th Street | Columbus, OH 43215
866.683.1011