**SPEECH ANALYTICS** 

# **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**

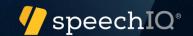
Are your agents saying what you want?

#### 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

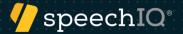


### **Call Categorization**

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?

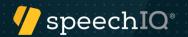
#### FEATURE:

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

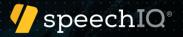
#### FEATURE:

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

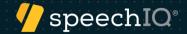
- Close the sale
- Conflict resolution
- Amazing Service

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



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