

# Real-Time Speech Analytics

OPTIMISE EVERY CONVERSATION WITH  
LIVE SPEECH ANALYTICS

Imagine a virtual coach that helps your agents say exactly the right things, in the right way, on every call, allowing agents to respond correctly to your customers in any given situation. Now imagine how this would help increase customer satisfaction, maximise new business opportunities, boost employee motivation, and strengthen customer relationships. Enghouse Interactive's Real-Time Speech Analytics solution does just that - helping you increase customer satisfaction **and** improve agent performance.

## A Unique Solution

Enghouse Interactive's Real-Time Speech Analytics is the first software solution offering fully automated quality assurance and call optimisation for every call. Innovative speech analysis technology allows organisations to monitor and improve conversations in real time, as well as evaluating call recordings. The solution analyses agent and customer speech to provide live feedback to agents and team leaders about what's being said, and how it's being said. It monitors stress levels, speech clarity and script adherence, all whilst the call is in progress. When evaluating recorded calls, the Speech Analytics software is powerful enough to scan over 70 hours of recorded calls in under one hour.

With its leading-edge speech analysis capabilities, Real-Time Speech Analytics is an invaluable tool for quality assurance and campaign optimisation, agent coaching, and for the documentation of business transactions.

Rounding out the Enghouse Interactive Real-Time Speech Analytics solution is our Soft Evaluator tool, an innovative technology that helps to encourage agent empathy and gauges the emotional state of both customers and agents, by evaluating their voices and improving conversations in real time.

## Benefits

- Encourages superior conversations increasing customer loyalty
- Improves agent performance
- Ensures compliance
- Minimises errors and complaints
- Provides legal certainty by ensuring mandatory information is given
- Flags problems in real time
- Uncovers cross and upselling opportunities
- Saves time by evaluating campaign quality at the push of a button
- Identifies individual training needs
- Quality assurance with 50% more efficiency

*“Enghouse Interactive Real-Time Speech Analytics has been invaluable to us. This kind of technology and approach is key in ensuring agents are fully compliant with all stipulations by the end of the call.”*

Dougie McManus

ZINC GROUP

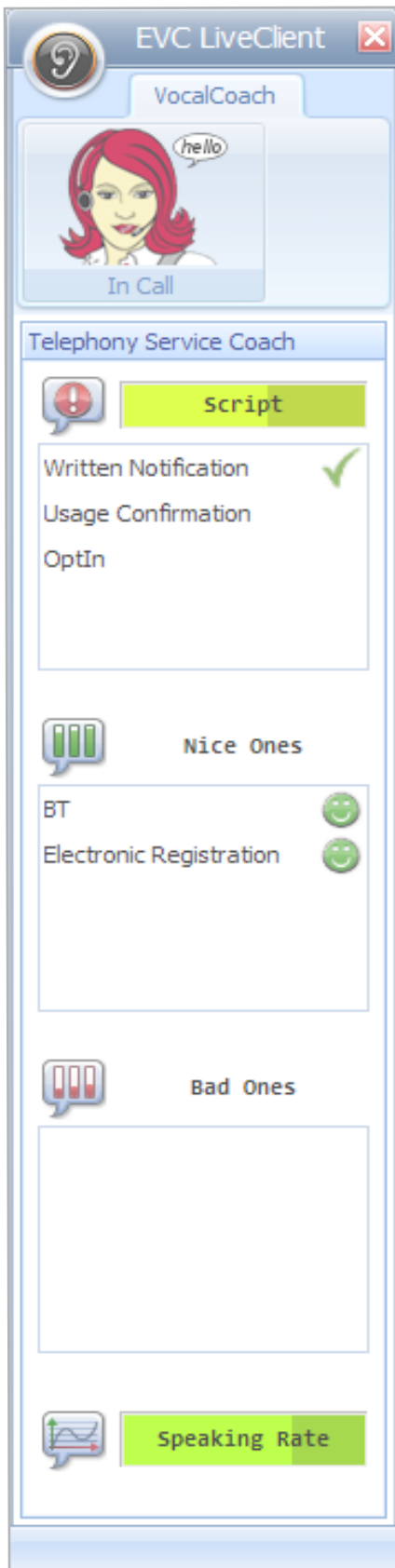


Figure 1: Screenshot: Real-Time Speech Analytics Live Client

## Live Coaching with Immediate Returns

Listening to your customers is a key way to build customer loyalty, and encouraging first-class conversations helps to increase customer satisfaction. The “live feature” provides practical help to agents as well as listening to customers. It offers a checklist for every call and key indicators, for example providing warnings to agents when increased customer stress levels are detected, or identifying bad behaviour such as talking over the customer. This not only dynamically improves performance, but increases training efficiency by allowing agents to self-coach. The uniqueness of this solution allows tailored live coaching, helping agents to deliver good quality calls, and helps quality assurance staff to identify those who don't.

## Comprehensive Reporting

Clear, graphical evaluations of call characteristics at the level of individual calls, agents or the entire campaign are available, all in an instant. Real-time analysis of live phone calls immediately flags if relevant information has not been given, or not been given correctly, helping agents to correct themselves. The integrated management functionality enables the system to provide user-specific analysis, meaning agents can view their own statistics, while coaches and team leaders see the results in overall context.

## Easy Configuration of Tailored Analyses

With Enghouse Interactive Real-Time Speech Analytics, you can define the characteristics to be monitored and checked for each campaign, and set the right evaluation criteria using eight different evaluators. To ensure an objective call evaluation, the evaluators are divided into ‘hard’ evaluators, based on phrase recognition (to check whether predefined phrases and keywords were said during a call), and ‘soft’ evaluators (assessing the ‘softer’ speech factors such as clarity, volume and stress levels). The solution also monitors speech ratios between the agent and the customer, detects cross talking and interruptions, and measures the quality of the audio signal.

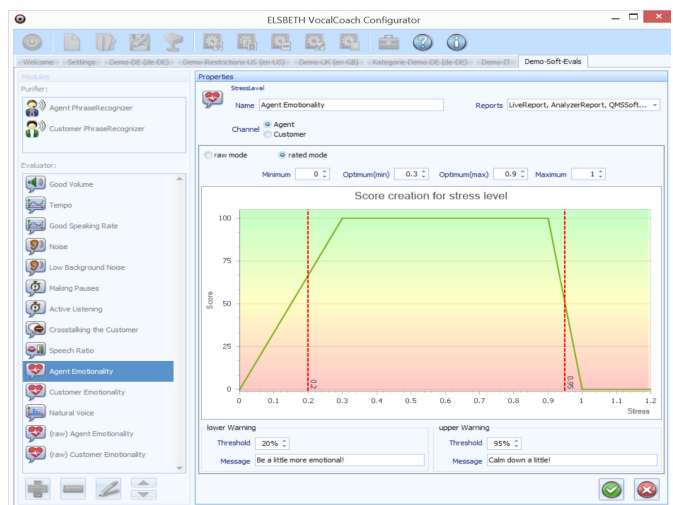


Figure 2: Screenshot: Real-Time Speech Analytics Configurator

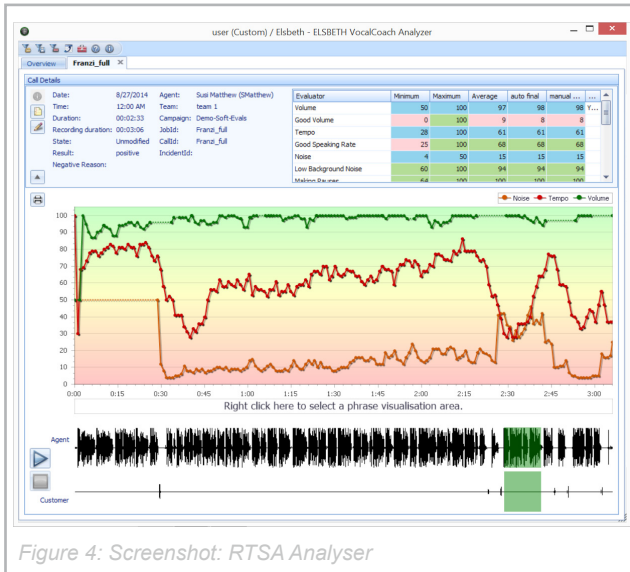


Figure 4: Screenshot: RTSA Analyser

## Legal Certainty

Any breach of compliance rules can be costly for an organisation. Real-Time Speech Analytics indicates, live during a call, if important or mandatory information has been missed or incorrectly said. This ensures legal certainty with script adherence, makes sure contract terms are explained correctly, and in some cases stops agents giving misconstrued advice. This all contributes to the delivery of compliance and reductions in cancellations and customer disputes.

## Easy-to-Use, Multilingual Solution

Real-Time Speech Analytics is intuitive and easy to use, and requires no specialist speech expertise. Clear metrics and graphical statistics show agent and campaign performance, and flag problem calls for quality assurance in an objective way. The solution is available in a range of languages using market leading speech recognition technology to support English, German, Italian, French, Spanish and Turkish (including dialects). Further languages can be made available as an extension.

## Leading the Way

This new approach to speech analytics sets Enghouse Interactive apart from its competitors by creating a new era for contact centre service providers and in-house contact centres in the field of company-wide quality assurance. The Real-Time Speech Analytics suite is now part of Enghouse Interactive's leading quality management offerings, so can be deployed as part of the contact centre solution or as a standalone solution.

## Real Life Example

The following look behind the scenes of a campaign for an international telecommunications provider shows the positive impact on the quality of the sales calls when using Enghouse Interactive's Real-Time Speech Analytics.

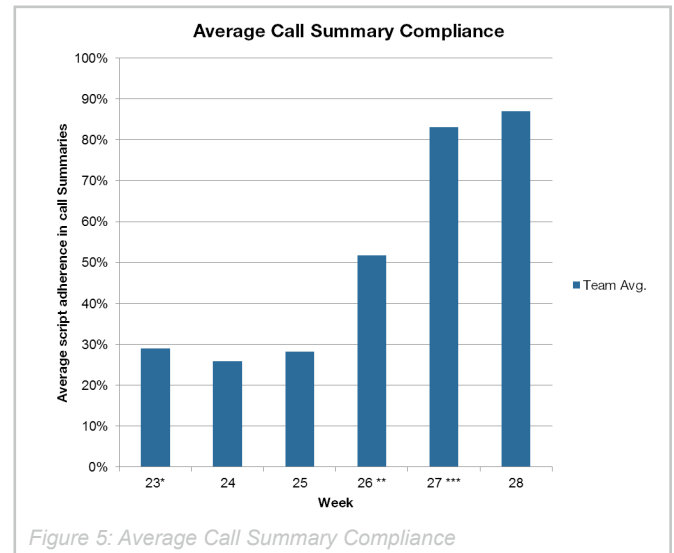


Figure 5: Average Call Summary Compliance

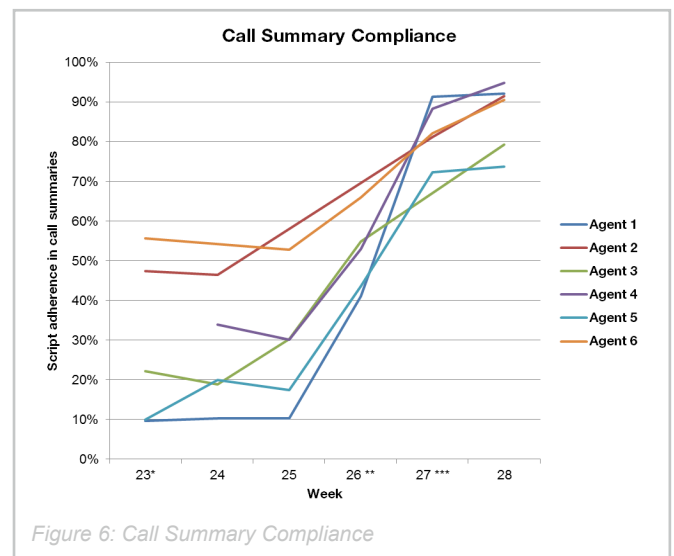


Figure 6: Call Summary Compliance

## About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes omni-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.