

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, and respond correctly to your customers in any given situation. Imagine how this would help you increase customer satisfaction, maximise new business opportunities, boost your employee's motivation, and strengthen your relationship with your customers. With Enghouse Interactive's Real-Time Speech Analytics solution, you have a tool that does just that. Helping you to 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 evaluate call recordings. The solution analyses agent and customer speech to provide live feedback to the agent themselves, and after to team leaders and quality assurance teams about what is being said and how it is 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.. It is this unique approach which is setting Enghouse Interactive Soft Evaluators capabilities apart from the competition. It can be deployed as a standalone, part of the full Real-Time Speech Analytics suite or integrated to the overall Quality Management or Contact Centre solution to continue to control, monitor and improve performance.

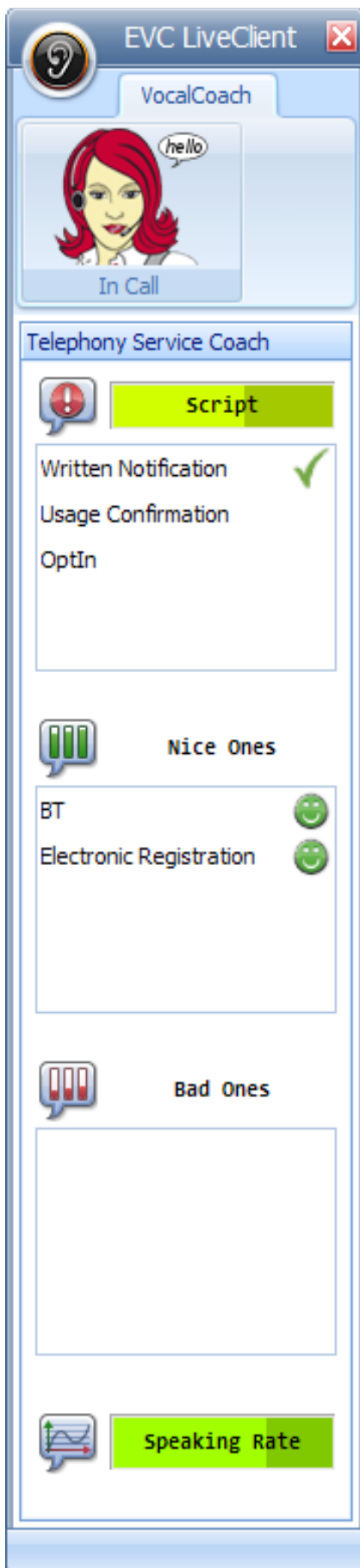
“Enghouse Interactive Real Time Speech Analytics has been invaluable to us. This kind of technology and approach is key in ensuring that agents are fully compliant with all stipulations by the end of the call.”

Dougie McManus
ZINC GROUP

Benefits

- Encourages first-class conversations to increase customer loyalty
- Improves agent performance
- Minimises errors and complaints
- Legal certainty - ensures mandatory information is given
- Ensures compliance
- Flags problems in real time
- Uncovers cross and upselling opportunities
- Evaluates campaign quality at the push of a button
- Identifies individual training needs
- Quality assurance with 50% more efficiency
- Modular software with open interfaces for easy integration

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



The voice of the customer

The voice medium is, without doubt, the most effective of contact channels, but it is also the most expensive as it takes vast amount of effort and expense to engage with customers, to deliver a productive and profitable outcome. Therefore the ideal is quality and service is corrected in the call rather than in post mortem. 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.

Live Coaching with immediate returns

Listening to your customers is a key part to customer loyalty and encouraging first-class conversations increases customer satisfaction. The single biggest benefit is the “live feature” which provides practical help to agents as well as listening to customers. It offers a checklist for every call and key indicators, for example warning agents against increased customer stress levels, or own bad behaviour such as talking over the customer. This not only dynamically improving performance but increases training efficiency by allowing agents to self-coach.

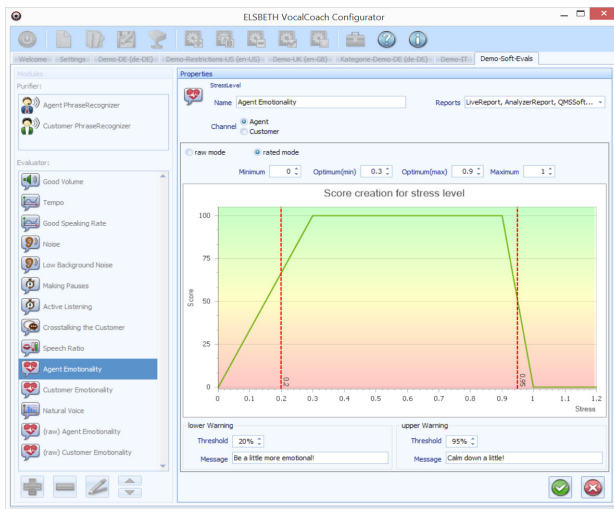
The uniqueness of our solution allows tailored coaching to agent weaknesses on the fly, continuously increasing agent efficiencies.

Helping agents who are willing to deliver good quality calls to do so – and helps quality assurance staff to identify those, who don't.

Multilingual, Easy-to-Use 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 and evaluation in a completely objective way. The solution is available in a range of languages. It uses 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.

Figure 2: Screenshot: Real-Time Speech Analytics Configurator



Easy Configuration of Tailored Analyses

With Enghouse Interactive Real-Time Speech Analytics, you can define the characteristics that are to be monitored and checked for each campaign in an independent, simple and quick manner, 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 which assess the softer speech factors such as clarity, volume and even 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.

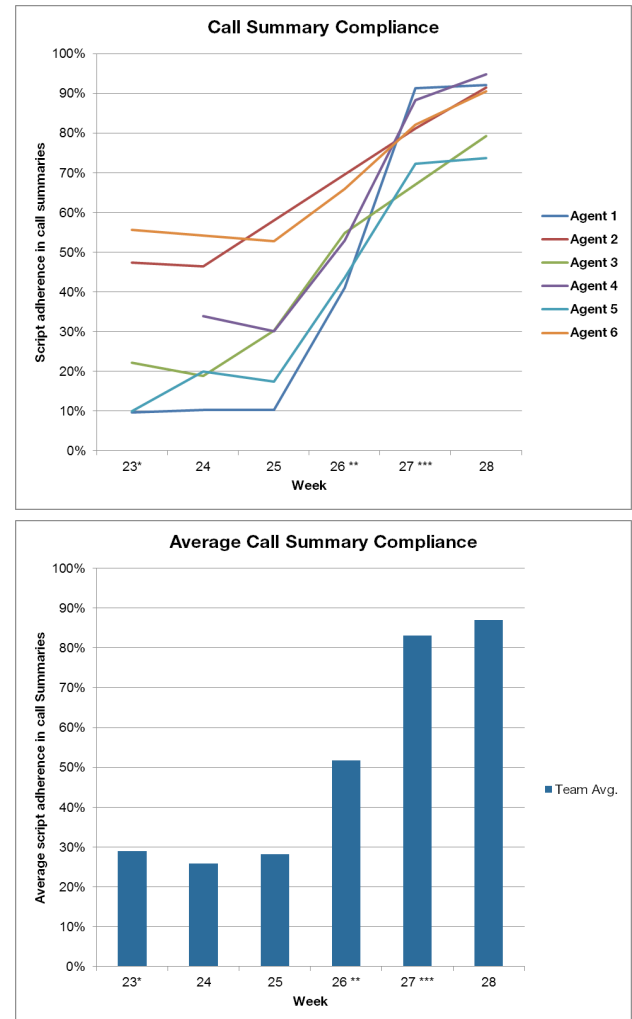
Comprehensive Reporting

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

German Engineering at it's best

Built in Germany, Real-Time Speech Analytics brings expert German engineering to contact centres. The following look behind the scenes of a campaign for an international telecommunication provider shows the positive impact on the quality of the sales calls of agents and teams due to the use of Enghouse Interactive's Real-Time Speech Analytics.

Figure 3: User Case: Improving performance



- Increased success in agent scoring resulting in less callings to be evaluated manually
- Automation of quality assurance and increased efficiency of the Quality Management team for training and coaching
- Self coaching dramatically allows agents to improve performance during calls
- In call agent review and amendment guarantees legally certain contracts and a decrease in customer cancellations or disputes
- Achieved better customer service and increases the satisfaction of the customers



Figure 4: Screenshot: RTSA Analyser

Legal Certainty

Any breach of compliance rules can be costly for a business. Real-Time Speech Analytics indicates, live during a call, that important or mandatory information has been missed or incorrectly said. This ensures legal certainty with script adherence, ensure contract terms are explained correctly and in some cases stops agents giving construed advice. All of this continues to deliver compliance and reductions in cancellations and customer disputes.

Setting us apart of competitor

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 leading quality management so can be deployed as part of the contact centre solutions or as a stand alone solution.

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

Speak to Enghouse Interactive to evaluate and improve performance.

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-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.