USE CASES

Real-Time Speech Analytics

RequiredPhrases

Real-Time Speech Analytics (RTSA) allows you to determine if phrases and keywords that have been predefined were correctly mentioned during a call. Keywords, mark the most important part of a phrase. Allowing you to determine if important phrases were mentioned at all, even if they were worded differently. Specifying required phrases and keywords, especially when contracts are being concluded or financial transactions are being conducted, means compliance requirements can be met.

- Verification of the agents' adherence to the script
- Automated verification whether all relevant phrases have been mentioned
- Verification of the correct greeting, good-bye etc.
- Verification for doing customer identification (Did the agent ask for name, address, birthdate etc.?)

DialogPairs

DialogPairs consist of a phrase (e.g. "Are you over 18?") and a predefined answer (e.g. "yes"/"no"). Generally, these are question-answer pairs. RTSA also allows you to define a time frame in which the answer to the question must be given. DialogPairs allow you to ensure compliance when customers are required to give their consent.

- General verification of customer agreement
- Verification of confirmation to record
- Verification of the acceptance of the contract and its terms
- Verification of opt-in for future communication

Good & BadPhrases

By defining "good" and "bad" phrases, you can determine how many desired or undesired expressions your agents are using. This is especially useful when there is a specified "brand language" which agents are required to use, or when receiving customer complaints. RTSA records the number of Good & BadPhrases used and calculates a score for the respective call using a statistical method.

GoodPhrases Evaluator

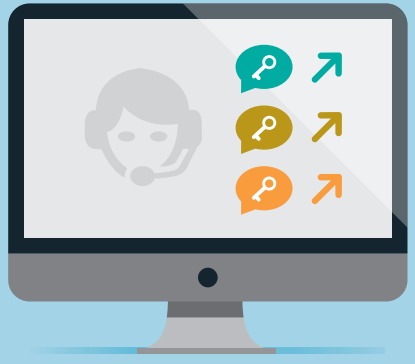
- Count of sold add-ons per product
- Verification whether desired/promotional phrases have been used
- Visual positive feedback to use correct brand names when introducing new brands/product names
- Correlation promotional phrases and sales rates

BadPhrases Evaluator

- Checking whether agents give wrong information (deprecated prices, product names, etc.)
- Verification whether undesired phrases have been used
- Correlation between bad phrases and sales rates
- Flagging up wrong phrases in real-time to the agent

Category

This evaluator automatically categorizes calls based on the occurrence and proximity of predefined keywords and phrases. It may also be used as „next-best-offer" evaluator for automatically showing hints to agents in specific situations.



- Automatic categorization of calls using predefined phrases and keywords
- Display of hints for next best offering when specific category is detected

ClearSpeaking

RTSA is also able to assess if the agent is speaking comprehensively by evaluating both the pronunciation of the phrases to be checked, and the speaking rate. The agent-specific statistics that are based on these evaluations are ideally suited for use in training and for reviewing the effectiveness of coaching.

Consists of SpeakingRate

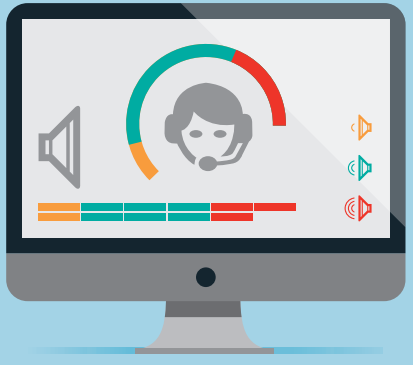
- Pop up of warning messages, when agent talks too fast
- Determining average speech tempo for agents

and PhraseClearness evaluations

- Check dialects, correct pronunciation
- Check persistent of speech clarity of outsourced centers

Volume

This is used to evaluate the volume of the agent and/or customer. This feature distinguishes between times when there is talking and when there is no talking (and only background noise can be heard) and whether the talking is too loud or too soft.
Based on this, general information is displayed regarding the recording volume of the system and the positioning of the headset microphones. If the customer perceives the agent as "too loud" or "too quiet", the agent can see this immediately and adjust the microphone position of the headset accordingly.



- Shows hints to agents, whether they are being heard too quietly or too loudly. (Adjust microphone position)
- Detects systematic misconfigurations of IT-components resulting in too quiet or too loud voices

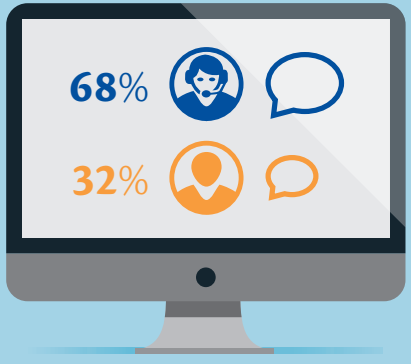
StressLevel

This is used to evaluate the stress level of the agent and/or customer. A high stress level can indicate happiness, excitement or annoyance. A particularly low value can indicate calmness, boredom or tiredness. By default, a neutral stress level is considered „good". The evaluator enables you to see how agents handle the mood of the customers. Additionally, it makes it possible to identify particularly "exciting" or "boring" conversations.

- Detects emotional state (very high or very low emotional) of agents and callers
- Identify correlations between emotional speech of agents (and their customers) and their success rates

SpeechRatio

This evaluates the speech ratio between agent and customer. You can define a target ratio that will be considered "good" (e.g. 80% agent, 20% customer). The more the ratio in a call deviates from the target ratio, the lower the evaluation score will be. This evaluator is suited for finding calls where a deviation from the typical speech ratio was especially noticeable. This provides additional options for trainers to analyze why individual behaviors have different effects on the flow of the conversation.



- Checks who "drives" the call: customer or agent
- Correlation between the speech ratio and the success rate
- Detects if the customer still has open questions at the end of the call

CrossTalk

This evaluates whether the call participants allow each other to finish speaking. If one call participant does not let the other finish speaking and cuts the person off instead, this produces a negative evaluation. The longer and more frequent the interruptions the lower the evaluation score. This evaluation can be utilized from the customer`s and/or the agent`s perspective (in other words, the system differentiates between who cuts off whom). This evaluator points out typical mistakes, such as "getting rid" of a customer by trying to say goodbye while the customer is still talking.

Furthermore, the feature provides information about whether the customer frequently interrupts the agent, which indicates that the customer has already understood the topic or is not interested in general.

- Detects agents interrupting the customer to speed up the call
- Checks if the customer interrupts the agent. (eg. to detect if the customer still has unanswered questions)

SignalQuality

Measures and evaluates the quality of the audio signal of customer and agent in real-time. It notifies, if the signal is noisy, jittered or clipped.

- Detects bad connections, broken microphones or other audio issues.
- Detects systematic misconfigurations/errors in IT-components leading to bad quality.
- Detects errors in the networks of specific carriers
  - By correlating the signal quality of the customer with the carrier, generic errors can be identified (and rectified).
- Detects hot spots for background noises
  - By correlating teams and agents to their signal quality, it is possible to identify "noisy areas" in the contact center.

DynamicRange

Evaluates the dynamic range of a call. It is analyzed, whether the voice can be heard in a natural dynamic range. This is not given when e.g. the voice sounds "tinny" (too much treble, missing bass) or "dull“ (too much bass, missing treble). A notice can be displayed on the LiveClient to the agent once a configured limit is reached.

- Checks whether the hardware is working correctly. (eg. broken headset, wrong microphone used)
- Detects external (understandable) voices in the background. (eg. second agent next to the agent)
- Detects low bandwidth occurrences in a centre
  • By checking the average dynamic range values, it is possible to identify if the bandwidth is not sufficient during peak times, which results in the codec being automatically compressed and the sound distorted.
- Detects hot spots, where multiple agents can be heard on one call.

Pause

Analyzes and evaluates sentence lengths and break behavior of the agent. That is, if the agent listens actively when the customer speaks or an agent speaks continuously, making it difficult sometimes to follow him. Or, regular campaign breaks by various agents indicate a poorly designed script.

- Evaluates "active listening":
  - When your customer talks to the agent, is the agent completely silent or does he confirm his presence regularly.
- Checks of "the customer by him/herself"
  - When the agent needs to look something up, does he leave the customer alone in silence or does he update the customer regularly
- Finds long systematic pauses in processes
  - Identify campaigns / processes / scripts where there are frequently very long pauses.
- Detects agents that don't make enough pauses
  - Evaluates the speech behavior of the agent by the length of speech.

MetaData

Incorporate additional data and KPIs into the Vocal Coach: any external meta data can be managed and evaluated by the Analyzer. So you can expand the reports of individual conversations by AHT, success rates and many more. Both, the meta-data as well as the data of the conversation can be analyzed in real-time and be assigned with a score between 0 and 100%.

- Integrates existing data and KPI's into the Analyzer
- Rate meta-data
  - Meta data can also be rated (even in real-time) like speech analytics data. For example, call duration can be represented as a score between 0% and 100%. (Long calls get a bad score).
- Manual evaluators
  - Empty evaluators without speech analytics data can be created and used as purely manually filled-out evaluators. (Comparable to a very basic concepts of scorecards)

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