

## The Speech Analytics Experience

# More dynamic decisions, powered by data

**Don't you wish you could read customers' minds? You may actually be throwing away your most valuable customer data.**

Let AI-assisted speech analytics help you evaluate the content and tone of customer calls and start doing better. Figure out what customers are thinking, not just from AI-assisted content analysis, but even predict promoter score based on tone of voice and other speech metrics. Mine valuable data from calls, emails, chat sessions, and more to track metrics keyed to core customer experience KPIs and train agents to respond intuitively to customer inquiries so they can resolve problems faster, anticipate needs, and proactively increase revenue with the most relevant offers.

Get inside customers' heads with AI-driven contact center analytics. Share valuable information across your entire company, improving sales and support, and providing actionable intelligence to guide business strategy. Track individual conversations or aggregate data to gain a deeper understanding of each and every contact.

**Speech analytics goes beyond making the sale: It uses NLP to drive measurable improvement across your entire organization.**

- ▶ Your customers don't tell you what's on their mind and rarely respond to post-call surveys.
- ▶ They don't want to wait for business hours; they need virtual assistance 24/7 or a human agent when available.
- ▶ They're often frustrated by complex setup or technical requirements at their end and dread calling tech support.

Rapid resolution starts with being able to see the customer's technology and guide them rapidly through to resolution, whenever and wherever they happen to be—for a customer experience so satisfying, they (almost) won't believe their eyes!

### Intuitive insights

AI and natural language processing (NLP) give you fast, easy access to actionable data so you can resolve and even predict customer issues to save time and money

### Set priorities

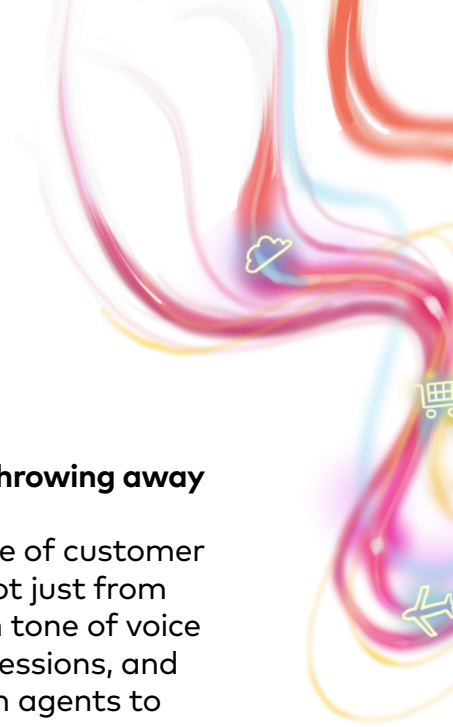
Use data like voice resonance, tone, pitch, delays, and speech patterns to prioritize and rank calls and automate handling wherever possible.

### Improve communication

Transform how your organization listens to the voice of the customer and monitors agent behavior.

### Engage employees

Track agent engagement, produce progress reports, and request feedback—to help you nurture successful customer-care employees as a crucial part of your team.



## Speech Analytics Drives Core Business Goals



### Boost Satisfaction

Define and tag events to help cut average handle time (AHT) and improve other call center metrics.



### Derive Insights

Highly accurate transcription helps deliver core features to customers.



### Predict Intention

Identify and predict complex conversation-based events to take control and multiply value.



### End Frustration

Automated conversation metrics give you immediate analysis of sentiment, overtalk, silence, and more.



### Support Agents

Help agents improve through measurable data-driven feedback and best-practice analysis.

The Amdocs speech analytics experience gives you insights that break down barriers. Customers often can't or won't tell you what's wrong—and sometimes, they don't even know. They just know they were less than satisfied, and they'll dread calling you next time. Across your entire organization—sales, service, technical support, and even at the management level—speech analytics gives you a deeper understanding of what's not being said. Call center performance reflects back on you; now you'll have data to improve workflow and automation, provide self-service for the most common call drivers, train agents to resolve calls faster, and make better decisions across the entire organization.

### 1. Better agent experience.

Call center agents are the friendly face of your company—or they should be. Find out exactly what works and what doesn't in near real time, and train agents to avoid common trouble spots.

### 2. Predict churn.

Speech analytics really can read minds, or at least give you the next best thing—insight into customer intention. Set up custom predictors that alert you to key behavior patterns like whether they're planning to sign up or leave your company—or even detecting fraud.

### 3. Deep understanding.

Drill down into every detail of agent conversations through text or voice with keyword and context tracking, combined with sophisticated sentiment analysis to give you real-world insights into trends and problems as they emerge.

Amdocs understands the pressures you're under as a telco to provide optimal customer experiences that don't just follow the pack. Stand out with speech analysis that takes conversations your agents are having every single day and transforms them into better products, more efficient service, and more loyal customers.