



Live Call Analysis which is Faster, Better, Cheaper

Faster:

- ✓ Analyse conversations live, as agents are speaking to customers on the phone
- ✓ Fast and easy implementation, typically within 10 working days
- ✓ Live agent prompting ensures compliance, so no need for post call processing
- ✓ Live analysis enables you to react to customer trends and amend scripts quickly
- ✓ Ensures calls are right first time, every time, leading to increased sales
- ✓ Increase speed to market by training agents in a few days rather than a few months
- ✓ On-screen system advises users to configure analytics for the most accurate results

Better:

- ✓ 100% of calls are analysed as they occur and delivers live agent prompting
- ✓ Delivers first call resolution to improve customer satisfaction and reduce cost per call
- ✓ 100% compliance can be achieved through live call monitoring and agent prompting
- ✓ Delivers 90-97% accuracy on 100% of calls
- ✓ Combines the power of speech to text, phonetics and key phrase search techniques
- ✓ Unique on-screen system advises potential success rate of selected key phrases
- ✓ Tailored management reporting delivers fast customer insight in any format
- ✓ Agent homeworking can become a reality as every call is recorded and analysed
- ✓ Agent KPI's can be linked to call analysis for accurate sales commission calculation
- ✓ Measure, achieve and publish contact centre KPI's for improved brand reputation
- ✓ Reduces call abandon rate and attrition rate because agents can react on the call

Cheaper:

- ✓ Low set up cost. Based on per agent license charge. Cloud-based option
- ✓ Increases sales via first call resolution, increased satisfaction and selling time
- ✓ Live compliance monitoring reduces the necessary supervisor-to-agent ratio
- ✓ Fast and easy implementation requiring minimal user training
- ✓ Reduces costs linked to cancellation of contracts caused by non-compliant calls
- ✓ Minimises training costs as coaching is delivered to agents as calls occur
- ✓ Reduces the potential financial risk of FSA fines by an average of 95% (based on the average call centre currently only listening to 5% of all calls)