

(Encore™ Speech Analytics)



Speech Analytics



At a Glance

- Verify compliance with industry standards and regulations
- Analyze the effectiveness of marketing campaigns
- Gather business intelligence and product suggestions
- Review service issues for root cause analysis
- Phonetics-based method makes searches quick and easy

Overview

Every day your customers discuss important matters with your contact center representatives, yet reviewing each conversation to identify potential compliance risks, product suggestions and critical feedback about your business requires staff resources most businesses just don't have. Now, you can gain access to this valuable data with NEC's Speech Analytics solution, from DVSAnalytics, Inc.™. With DVSAnalytics Encore™ Speech Analytics, discover the hidden potential in recorded conversations to dramatically improve business.

Solution

Gain Valuable Knowledge from Everyday Conversations -

Encore's Speech Analytics is designed to help businesses dig deep into their recorded conversations and spot important, actionable information that allows them to:

- Verify the business is in compliance with industry standards and regulations
- Analyze the effectiveness of marketing campaigns
- Gather business intelligence by understanding customers' product and service suggestions
- Review unresolved service issues for root cause analysis and process improvement

Encore's Speech Analytics can process and mine through thousands of hours of customer interactions quickly, providing you with the data

you need to make critical business decisions. This phonetics-based method scans recordings to identify a defined string of phonemes, the smallest units of sound that constitute a language. Encore speech analysis even allows you to search for industry jargon, acronyms, product names, and new words without having to update a dictionary.

Focus Your Effort on Relevant Recordings - Consider a company that has become increasingly concerned about a sudden rise in order cancellations and would like to identify and review all relevant recorded conversations. With the Encore Speech Analytics tool, a "search pack" is created that includes the various ways customers may communicate their intention to cancel. Examples include:

- "Cancel my order"
- "I need to cancel my order"
- "I need to cancel Product X"

The Encore Speech Analytics engine scans all recordings, identifies cancellation-related calls and stores them for further review and analysis. Then, to help managers quickly review the relevant portions of the recordings, Encore tags the exact location within each recording where the matching phrase is located. Encore Speech Analytics provides business intelligence not otherwise discovered, and also reduces the time and resources required for quality management.

Highlights

See a global view of agent-customer interactions

- Extract information about products, processes, and services from voice surveys and call center calls
- Grade agent performance using a variety of acoustic and linguistic analyses
- Use evidence-based insights to reduce average handle time and improve first call resolution

Turn archived calls into business intelligence

- Transform unstructured data into usable information in minutes with automated speech-to-text (STT)
- Drill down into calls of interest to identify root cause, training issues, and more to improve your business
- Sift through old data quickly and effortlessly with the powerful search engine

Customize analysis to your business needs

- Adapt one of several application templates to meet your unique business needs
- Easy-to-use application editor assists key managers—not just data scientists—in developing their own unique analysis of call center interactions
- Supplement automatic discovery of trending topics by tracking known issues to stay one step ahead

Key Features

- **Automated speech-to-text transcription** – Convert 100% of your voice data, including customer service interactions, after-call surveys and outbound sales calls, into valuable insights.
- **Enterprise search capabilities** – Pinpoint your most important calls by layering text-based keyword search with advanced meta data filters like gender, emotion, silence time and more.
- **Voice technology at its finest** – Enhance your analysis with automatic speaker separation (diarization), emotional intelligence and gender identification to better understand the voice of your customer.
- **Automated redaction** – Find and remove sensitive numerical data from audio, text or both with Encore Speech Analytics Purify.
- **Efficient web-based interface** – Discover insights with real-time updates of search results and intuitive graphs.



DVSAnalytics, Inc. (DVS) workforce optimization and engagement solutions (WFO/WEM) are designed to improve the customer experience and maximize the employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. DVS' Encore™ WFO/WEM suite includes interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona.

* The use of monitoring, recording or listening devices to eavesdrop, monitor, retrieve or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.

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