


opentext™

eBOOK



Elevate your organization's customer experience with real-time speech analytics

An always-on virtual manager to assist
with every call

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Introduction

In this eBook, you will learn how to make your call center staff faster, more effective and more experienced using real-time speech analytics.

Hearing is an innate human ability to avoid problems, but listening is a learned skill to help solve problems. The best listeners anticipate concerns and correctly interpret the real underlying issues of a problem. Learning such a skill takes time and patience, and teaching it even more so. However,

by embracing real-time speech analytics, you not only enhance your agents' ability to listen but their ability to adopt the skill naturally.

Real-time speech analytics is a technology that augments your contact center workforce. It leverages voice recording, speech to text recognition and speech analytics to identify a negative or positive sentiment during a live customer to agent phone call interaction.



Why use real-time speech analytics?

Availability features patented, real-time, asynchronous, byte-level replication. It replicates data immediately and continuously to a secondary server as fast as bandwidth and processing allow. Asynchronous, real-time replication is ideal for crossing any geographic distance because it can flexibly queue and send replicated data as bandwidth and latency over distances fluctuate throughout the day, without holding up the production servers. Our byte-level replication is very efficient over any distance because, unlike some other products, it sends only changed bytes rather than entire blocks. Additionally, Availability reduces the amount of data on the network by providing three levels of intelligent data compression during replication.

Bandwidth throttling can further optimize the use of limited network resources at busy times of the day. When bandwidth is limited, Availability will intelligently queue any data that cannot be sent, but it will continue to try to send data from the queue as quickly as bandwidth allows, keeping data synchronized between the source and target as fast as possible.

Sequential replication preserves write order to keep important application and file data in a continuously consistent state. This is especially important for database applications, such as Microsoft SQL Server or Microsoft Exchange, which use transactional database technologies. By always maintaining data integrity, Availability allows you to fail over to the most current data whenever the need arises. Open-file mirroring and replication capabilities allow you to replicate active files without taking them offline.



Agent assistance and virtual supervision

Real-time speech analytics act as an omnipresent virtual supervisor, helping agents adhere to and optimize their performance with every call. This encourages first-class conversations by providing practical suggestions to agents such as a checklist of possible solutions, caution against increased stress levels and to spot inappropriate conduct such as talking over the customer.

Real-time speech analytics directly promotes:



**First call
resolution**

for customers to get answers quickly and accurately on their first interaction due to automatic, up-to-date contextual information supplied to the agent.



**Lower
average call
times**

limiting the amount of time an agent spends solving a customer's problem, increasing the number of calls an agent can take on. Real-time speech analytics helps by detecting customer questions and automatically providing agents with the correct answers on the fly.



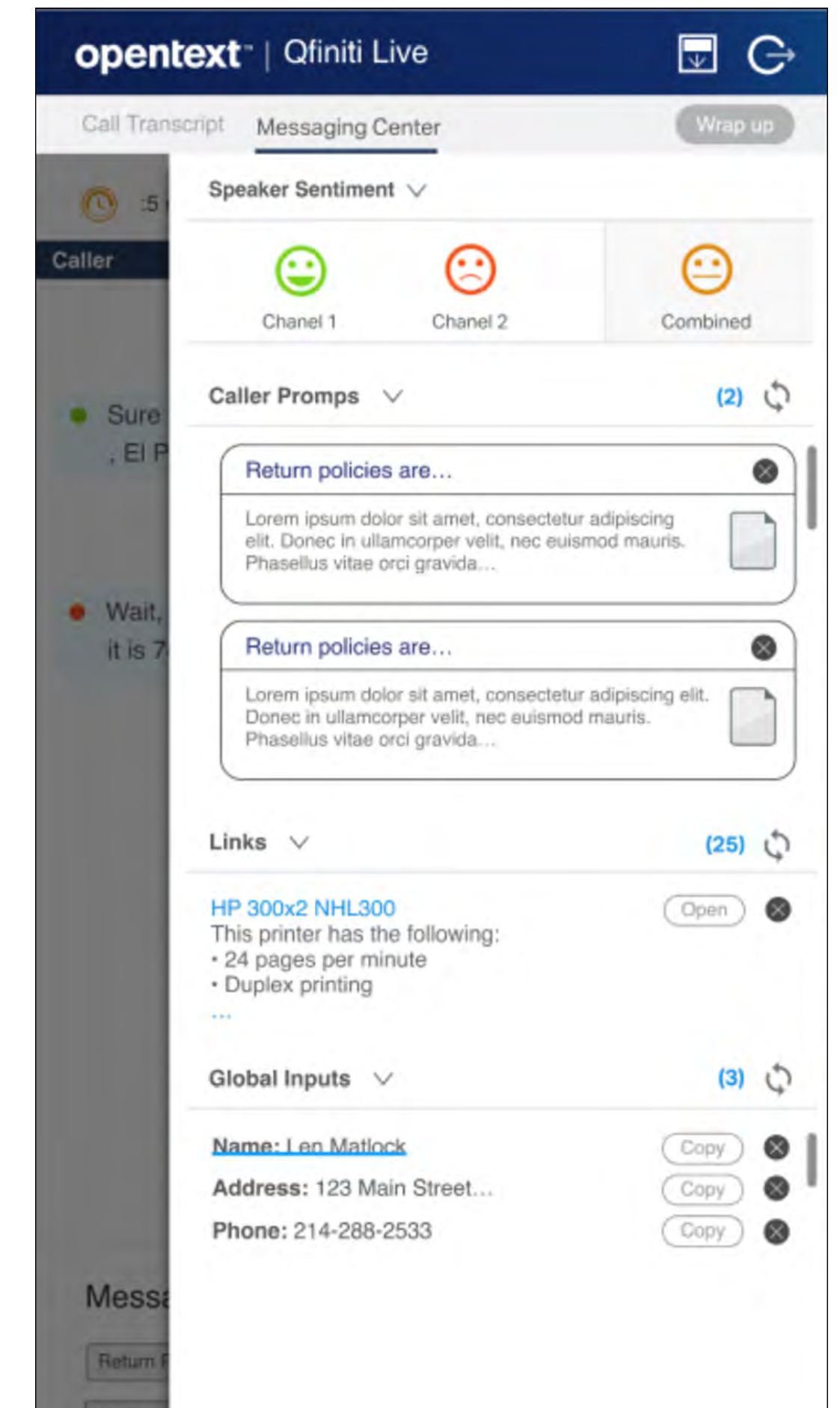
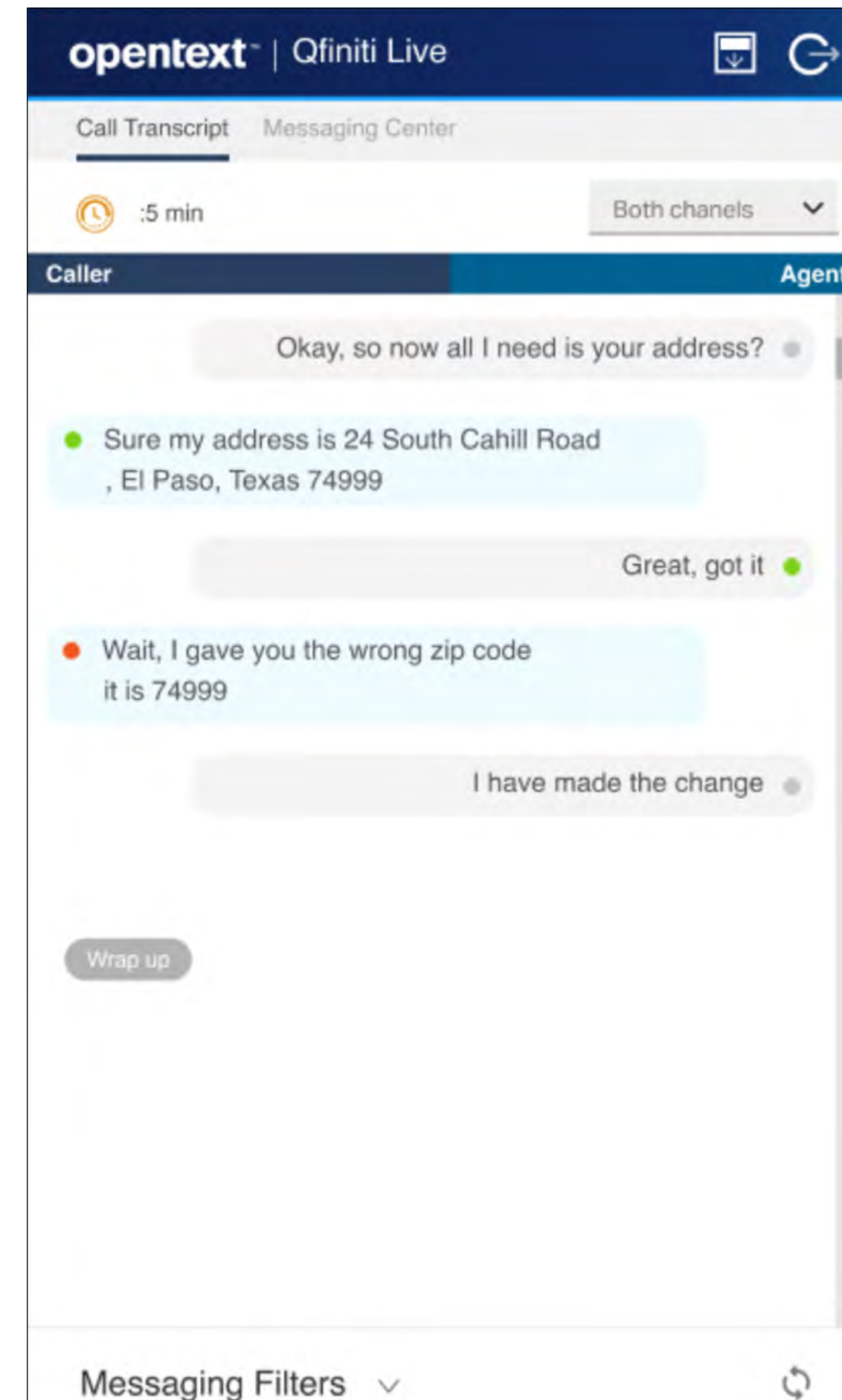
**Reduction
of compliance
debt**

by monitoring agents for inappropriate language, failure to read disclaimers, deviation from scripts or use of misleading statements, real-time analytics can help them self-correct before the conclusion of the call.

The ultimate customer experience

With real-time speech analytics, organizations can boost the effectiveness of their call-in support agents with real-time insights and analytics. CRMs are automatically updated, and pop-up suggestions appear with visual cues to help manage the quality of the call. Alerts and triggers are initiated based on voiced keywords or phrases to assist agents further and direct every interaction towards a positive resolution.

All the while, your agents are being trained intrinsically throughout every conversation as upsell opportunities are identified and highlighted based on the customer's immediate response. Finally, metrics like customer satisfaction scores CSAT and Net Promoter Scores NPS will be higher as customers feel they are being heard, understood and their problems addressed on the first call, with minimal effort on their part.



Benefit summary

Optimized call handling

Resolve customer issues in real-time and identify the underlying problems with precision to drive interactions to successful resolutions. This increases efficiency, customer satisfaction and employee morale.

Improved quality monitoring

Take advantage of real-time speech analytics to identify and proactively prevent negative interactions with customers. Supervisors can now coach agents in real-time with real experiences in the office or virtually.

Faster time-to-training

Real-time speech analytics not only reminds agents of their training but guides them with every interaction, offering advice and direction to help them improve and reinforce their training with every call.

Happier agents

Real-time speech analytics can improve agent performance and reduce caller frustration. Both lead to more satisfied agents who are more likely to have good interactions and remain with your contact center.

Customer retention

First-call resolutions promote customer loyalty and confidence in your organization. With Real-time speech analytics, your customers are more likely to be retained, stay loyal and buy more products.

Self-service improvement

Real-time speech analytics helps identify self-help callers who could not resolve their issue using the website or Interactive Voice Response (IVR). This provides the input needed to improve self-service content and reduce similar calls in the future.



Qfiniti Live—a solution like no other

The OpenText™ Qfiniti Live solution brings the power of real-time speech analytics to any organization with a contact center. It provides live, in the moment, guidance to contact center agents that help them drive more positive interactions with every call. This is based on the analysis provided in real-time to the voice to text transcription and the captured sentiment of the customer. All this happens live, within the call, during every customer support call.

Qfiniti Live can automatically show knowledge base content, control applications, trigger escalations, compliance alerts and provide pop-up guidance to the agent. Supervisors gain automated notifications on customer interaction levels and can proactively steer conversations in the right direction when needed.

With Qfiniti Live, you can optimize every support interaction with your customers and proactively guide conversations towards successful resolutions with data-driven strategies and communication tactics.



About OpenText

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↓ White paper: Making the case for how real-time speech analytics

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