

SPEAKING TO A

MOST POPULAR ENGAGEMENT (30%)*

...YOU SHOULD ANALYSE ALL YOUR CALLS TO SURFACE VALUABLE INTELLIGENCE



YOUR CHALLENGE



The sheer volume of calls exceeds your contact centre's ability to manually review and analyse them.



only process a fraction of calls using unsophisticated analysis.



competition, you need to anticipate and address market needs fast.

THE SOLUTION



contact centre performance with insights that reduce agent handle time and repeat calls.



insights into

satisfaction, business issues, competitive intelligence and marketing campaigns.



monitoring by reviewing large samples and specific call types.



discovering root

causes and predicting at-risk customers.

THE POSITIVE IMPACT OF REAL-TIME SPEECH ANALYTICS

Comply with

government

Deliver

guidance to

Timely Coaching

Alert

supervisors

to specific

issues such as use of

Deliver

nuggets of

interactionrelevant

knowledge

to the

regulations, industry mandates and internal policies.

Avoid costly

fines and

penalties

and resolve

churn and the

supporting growth.

and upsell

opportunities

to employees,

profanity and/or escalating emotion. **Immediately** listen-in and intervene to

employee desktop. Avoid hold-time searching, thereby

and reduce risks associated with liability exposure.

customers to

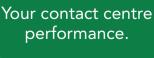
in-themoment corrective action.

provide

handle times and costs.

reducing

WITH VERINT SPEECH ANALYTICS YOU CAN:



ENHANCE





monitoring.

BETTER TOGETHER

Discover how Verint can help you operate more efficiently, improve internal processes and enhance your performance.

LEARN MORE CONTACT US

VERINT

*This research was commissioned by Verint from 1st -11th of February in association with research company Opinium Research LLP. Interviews were conducted amongst 34,068 consumers in the following countries: Australia, Brazil, Canada, France, Germany, Hong Kong, India, Japan, Mexico, Netherlands, Singapore, Saudi Arabia, South Africa, Spain, Sweden, the United Arab Emirates, United Kingdom and the United States. The research was conducted online in the local language for each country, and respondents were incentivised to participate. Sectors involved in the survey included