

SPEAKING TO A CONTACT CENTRE AGENT IS THE 2ND MOST POPULAR ENGAGEMENT METHOD (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.



Your manual review can only process a fraction of calls using unsophisticated analysis.



To stay ahead of the competition, you need to anticipate and address market needs fast.

THE SOLUTION



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



Discover customer insights into satisfaction, business issues, competitive intelligence and marketing campaigns.



Improve your quality monitoring by reviewing large samples and specific call types.



Reduce churn by discovering root causes and predicting at-risk customers.

THE POSITIVE IMPACT OF REAL-TIME SPEECH ANALYTICS

Compliance	Customer Retention / First Contact Resolution	Increase Sales	Timely Coaching	Contextual Knowledge
<p>Comply with government regulations, industry mandates and internal policies.</p> <p>Avoid costly fines and penalties and reduce risks associated with liability exposure.</p>	<p>Deliver timely guidance to employees to retain customers and resolve issues.</p> <p>Lower customer churn and the associated high cost of acquiring new customers to sustain growth.</p>	<p>Identify cross and upsell opportunities to employees, supporting growth.</p> <p>Prompt employees with relevant promotions and complementary products and services.</p>	<p>Alert supervisors to specific issues such as use of profanity and/or escalating emotion.</p> <p>Immediately listen-in and intervene to provide in-the-moment corrective action.</p>	<p>Deliver nuggets of interaction-relevant knowledge to the employee desktop.</p> <p>Avoid hold-time searching, thereby reducing handle times and costs.</p>

WITH VERINT SPEECH ANALYTICS YOU CAN:



ENHANCE
Your contact centre performance.



SURFACE
Customer insight.



IMPROVE
Your quality monitoring.

BETTER TOGETHER

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

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