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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.

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Why use real-time speech analytics?

Real-time speech analytics applies speech identification, processing and sentiment analysis to live customer conversations with your agents. It provides your support agents with valuable insights and context-sensitive information based on what the customer is saying and how they're saying it, automatically and in the moment.

In turn, this enables your contact agents to adapt and adjust the discussion while offering accurate and up-to-date information immediately, reducing agent effort, increasing customer satisfaction and the likelihood of first-call resolution.

The information gathered can also be used to trigger workforce optimization solutions to provide agents with automatic suggestions to better address negative interactions with customers and salvage these conversations towards a resolution.

These triggers can also notify supervisors of real-time interactions where agents find themselves in difficult situations, such as an angry customer, or a customer threatening to leave the business, return a product or even sue the organization. This enables supervisors to be proactive, intervene and assist immediately while the customer is still on the line.

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Why use real-time speech analytics?

Agent assistance and virtual supervision

The ultimate customer experience

Benefit summary

Qfiniti Live— a solution like no other

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

Lower average call times

Reduction of compliance debt

for customers to get answers quickly and accurately on their first interaction due to automatic, up-to-date contextual information supplied to the agent.
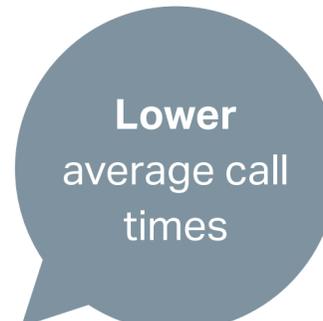
limiting the amount of time an agent spends solving a customer's problem, increasing the number of calls an agent can take on. Real-time speech analytics helps by detecting customer questions and automatically providing agents with the correct answers on the fly.

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.

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Qfiniti Live— a solution like no other

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.

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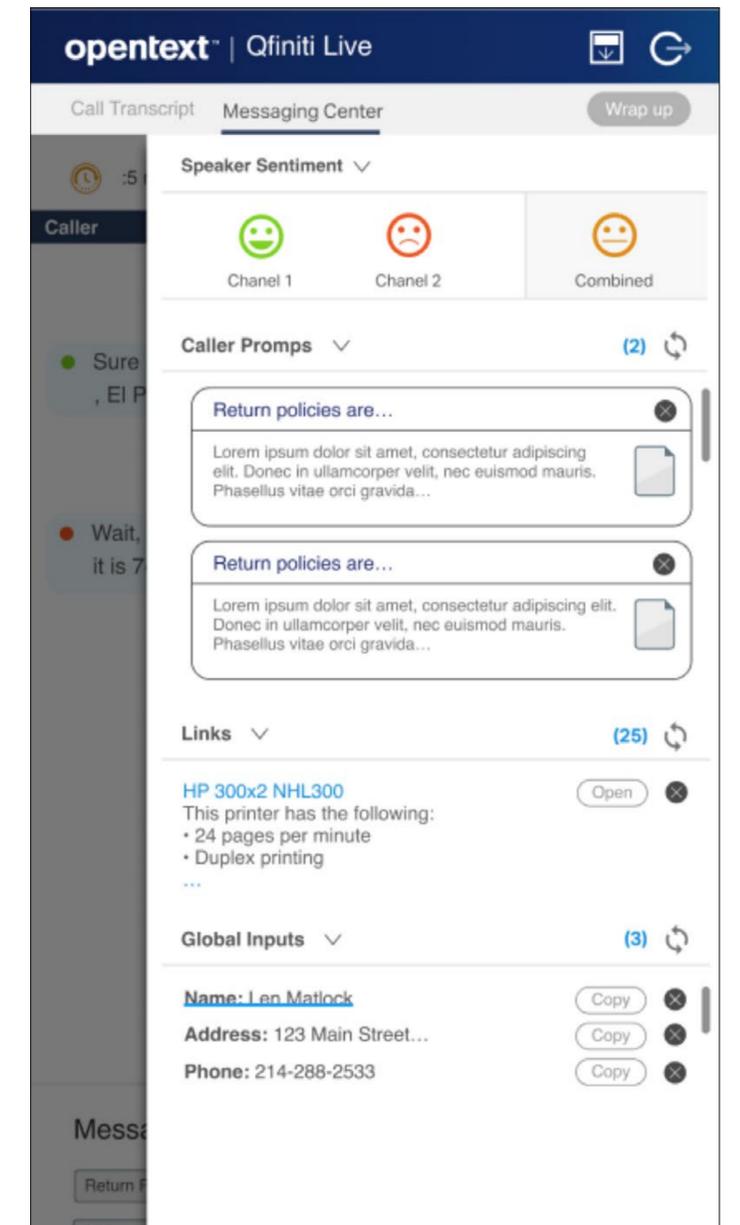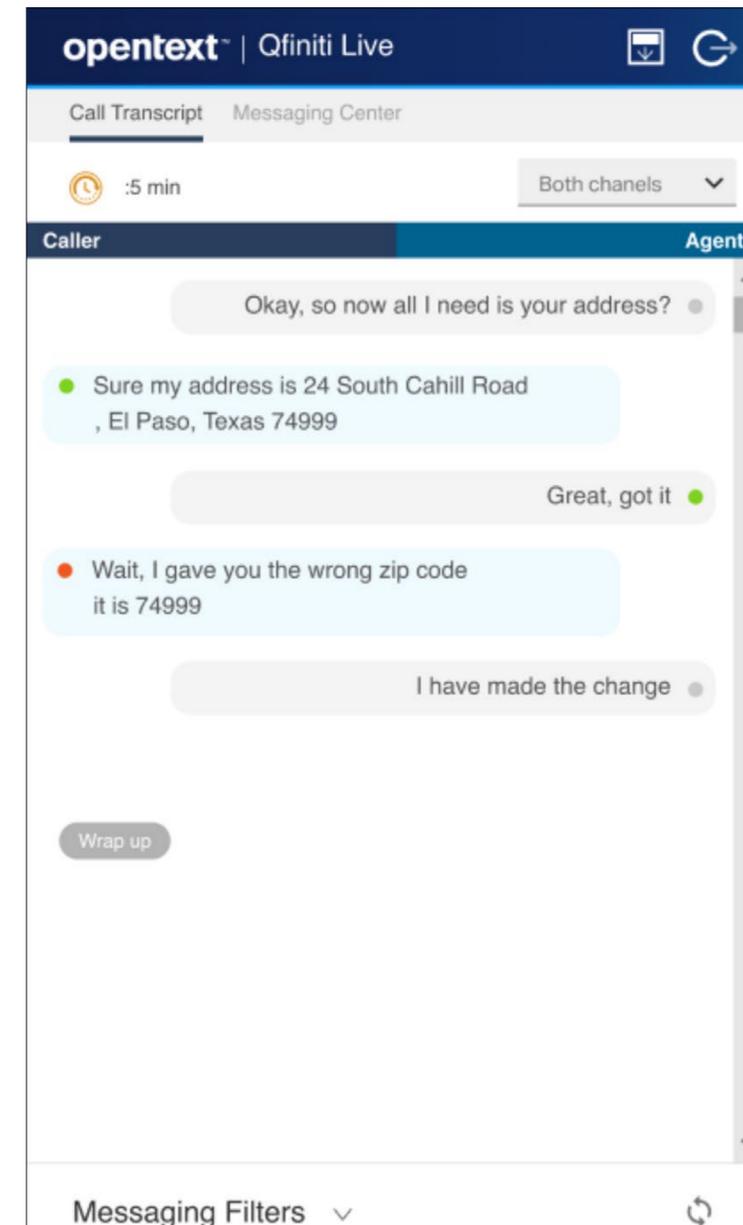
Benefit summary

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.

Increased sales volumes
Real-time speech analytics identify upselling and cross-selling opportunities during conversations with customers, presenting opportunities for additional sales and business growth.

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.

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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

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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Would you like to find out more on how to transform your customer experience?

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

✉ Contact OpenText for more information