

4 INSPIRATIONAL USE CASES FOR SPEECH ANALYTICS IN CONTACT CENTRES

1 Improve Customer & Call Handler Experience

Analyse 100% of conversations across multiple channels (calls, email, SMS or social media) and gain insight into common queries, the customer journey or popular channels.

Metrics **Analytics** lets you report on:

- Sentiment Analysis**
Natural language processing (NLP) technique used to determine whether data is positive, negative or neutral.
- Crosstalk**
When agents do not let the customer complete the sentences or interrupt them while talking
- Non-talk**
Equals hold time, plus any silence where both participants aren't talking for more than 3 seconds.

2 Review the Call Handling Process

Analysing any and all calls ensures efficiency. Isolate broken workflows and identify areas for agent improvement or training.



Success story

Integrated Care 24 (IC24)

By using Speech (&Text) Analytics, IC24 identified duplications of a pre-recorded message when callers used their 111 service. By eliminating this repetition, average call time was reduced by 3.5%.



3.5%
reduction in average call time

3 Identify Correlations & Trends

Uncover valuable insights about particular groups of customers, whether by demographic, use case or geographical area.



Success Story

Integrated Care 24 (IC24)

Valuable data extracted from their chosen Analytics solution enabled IC24 to upgrade Quality Improvement workstreams. By removing two call handler statements, IC24 benefited from a WTE saving of more than £66,000.

Whole time equivalent saving (WTE) of

£66k

4 Speed Up the Auditing Process

No more manual and lengthy audits for contact centres with simplified identification of process improvements and risks.



An Efficient Auditing Process with **Analytics**

- Isolating calls which have deviations**
- Analysing 100% of communications**
- Audit by exception**

5 Improve Training & Agent Development

A personalised dashboard can provide agents with the data they need to improve (through words or phrases used), or can aid personal development and frameworks for future coaching.



KPIs on an **Analytics** Dashboard:

- Average Handle Time (AHT)**
- Supervisor Escalations**
- Compliance Violations**
- Customer Satisfaction Scores**