

RealTime

Drive better outcomes with real-time guidance

Deliver improved customer experiences by empowering agents and supervisors

Customers seeking support and issue resolution from the companies they rely on have higher expectations than ever. It isn't enough to resolve questions and concerns quickly and efficiently. Customers expect you to know who they are, along with a history of the business relationship, and the challenges they've faced. In addition, agents engage customers with speed and expertise, which requires in-depth knowledge of your organisation's products and services – knowledge that can be elusive to both novice and seasoned agents based on how quickly offerings change.

Failing to address these needs has real business consequences. A 2023 Forrester analysis found that home and auto insurers that empower agents to solve customer issues proactively could see a \$1 billion increase in revenue.¹ In the airline industry, this could result in \$833 million in additional revenue. In addition, agents may become dissatisfied in their roles if not empowered, leading to employee churn, which can negatively impact customer experience.

CallMiner RealTime delivers improved customer and employee experiences by empowering agents and their supervisors with contextual, real-time guidance. Alerts can surface relevant customer information, reinforce positive agent behaviours, escalate issues expediently and drive faster time to resolution to aid in onboarding, ongoing training and performance management. Supervisors coaching in real time can resolve issues in-the-moment, creating greater opportunity to review trends and behaviours in after-call one-on-one coaching conversations.

Features

Alerts by category

AI-driven algorithms automatically trigger notifications for each type of call agents handle. Notify agents of their options for next-best-action and inform supervisors about when and how they need to intervene in real time to maximise CX outcomes.

Redaction

Our real time AI-based redaction technology identifies PCI, PHI and PII data such as credit card numbers and medical information in audio streams as they are being transcribed.

Live insights

The Live Insights feature empowers contact centre supervisors to deliver an insight, via desktop alert, to support agents during customer interactions. Insights can be customised for different situations, such as to issue a warning or provide information that can assist an agent in real time.

Live listen

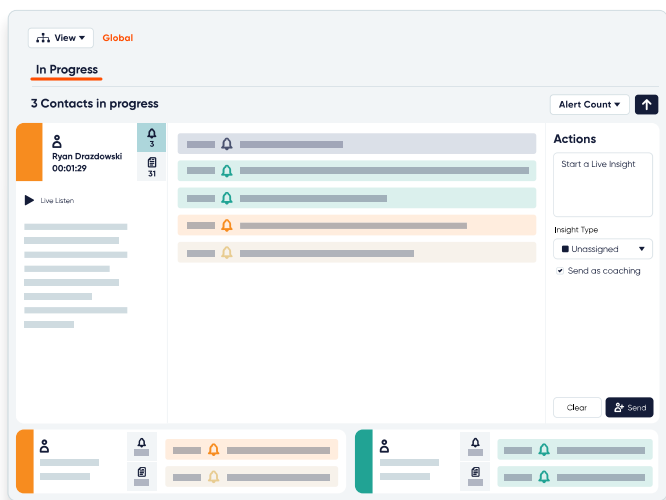
Authorised supervisors can now listen in on agent conversations while they are happening. Used in conjunction with alerts, supervisors can step in and help agents as needed with personalised support.

Agent call for help

Agents can proactively ask a supervisor or authorised user for help during a customer interaction, such as when a customer makes a request for escalation.

Agent status

When an agent is online, a green icon will appear, allowing supervisors additional visibility, which is especially helpful for remote agents.



Benefits

Scale your quality programme

Combine RealTime with CallMiner's robust post-call analytics to automatically identify customer dissatisfaction and frustration, agent training opportunities and inefficiencies such as silence at scale. Easily provide interaction examples to drive change within and beyond the contact centre.

Improve coaching outcomes

By coaching agents in-the-moment, agents can learn and solve issues as they occur and increase the frequency of coaching sessions. Then, supervisors can use scheduled coaching sessions to focus on larger trends.

Focus on the agent experience

Increase agent retention with personalised coaching and support for each agent. Share positive agent behavioural examples for remote team enthusiasm and encourage bi-directional communication that motivates and informs.

Create positive customer experiences

Empower agents with next-best-action guidance, call flow and script adherence support, upsell or cross sell opportunity identification. Agents are able to solve issues efficiently, improving metrics like FCR, NPS and CSAT.

Challenges and Capabilities

For contact centre leaders

Drive profits while increasing customer satisfaction and operational efficiency by coaching agents at scale. Contact centre leaders can improve metrics by operating efficiently while supporting agents and supervisors through AI-driven personalised coaching to create better employee experiences that impact customer satisfaction and loyalty.

For experience management teams

Customer experience teams lack the data and insights needed to understand their customers' needs, desires, and preferences at scale, particularly their opinion of your organization's products and services. Customer experience teams can use Coach to hear what is being said in a customer conversation and weigh in on strategies and agent training that can influence customer retention and loyalty.

Request a Demo Today

For more details about RealTime please contact your CallMiner Sales Director or Customer Success Director. Also be sure to visit us at www.callminer.com or our community-based website for customer engagement professionals at www.CallMinerCustomerConnect.com.

1. 2023, January 30). Forrester. <https://www.forrester.com/blogs/contact-centers-are-leaving-money-on-the-table/>

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Corporate Headquarters

200 West Street
Waltham, MA 02451

Sales

sales@callminer.com

Social

facebook.com/callminerinc

twitter.com/callminer

linkedin.com/company/callminer