API

Application Programming Interface for Data integration

Enable Speech Analytics Insights within your Systems

Introducing Eureka API

Insight from every call becomes more powerful when combined with your existing data. Additionally, the ability to customize presentation of your customer's intent, action and sentiment within corporate file formats and data warehouse makes it easy to create awareness and encourage innovation. CallMiner's Eureka API enables standards-based integration with a wide range of your systems. Combine structured interaction detail and metadata to trigger alerts, enhance scoring with your data, and create applications and reports with rich contextual intelligence.

Eureka API enables information to be quickly communicated at scale via REST-based interfaces and TLS-encrypted connections for inbound and outbound queries and reporting. Redaction of sensitive data can also be applied for secure confidence. Eureka API makes it easy to take advantage of the intelligence available in every contact center voice dialog by customizing use of that data with self-service integration.

Enterprise Access

Share your conversational data throughout your organization. Eureka API helps you capture and securely distribute PCI-compliant text transcripts and audio within your daily operational application and reporting framework. Make your reporting tools more effective by including deep business insights revealed through engagement analytics including audio evidence of actual calls. Eureka API expands your integration horizon for creating value with customer interaction data customized for your specific needs.

Analytics Unleashed

Dynamically changing customer records, sales revisions and more frequently challenge interaction analytics timing. The need to wait for updates or reprocess audio mining to include new detail creates frustrating delays. Eureka API overcomes this challenge by enabling metadata to be updated into previously processed transcriptions with the Eureka Injestion API.

Eureka API at a glance

Eureka API is a web-standards interface for programmatically accessing and sharing analytics and transcription from the Eureka Engagement Analytics platform.

Advantages

Customize – Operationalize insight from every call with standards-based integration for your data warehouse

Control – Control – Most scalable method for acquiring high quality audio and customizing reporting without timing and format boundaries

Current – Current – Ability to inject metadata post-audio processing to immediately update transcriptions with new information.
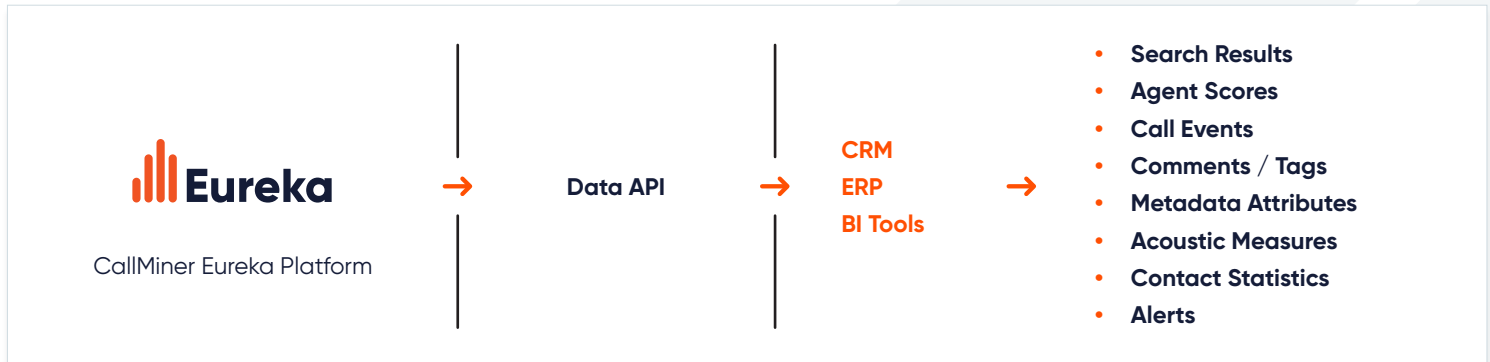
Features

- REST-based
- Uses JSON for inputs and outputs
- TLS-encrypted connections
- Supports inbound and outbound transactions via any web-enabled programming language
- SDKs and code samples for C#, Java and PowerShell
- Use industry standard documentation toolkits to evaluate API routes and test application design prior to project commit
- Redact sensitive numeric PCI/PII and elements of GDPR data

CallMiner

Understand your customers.
Unlock business value.

The Eureka API in action
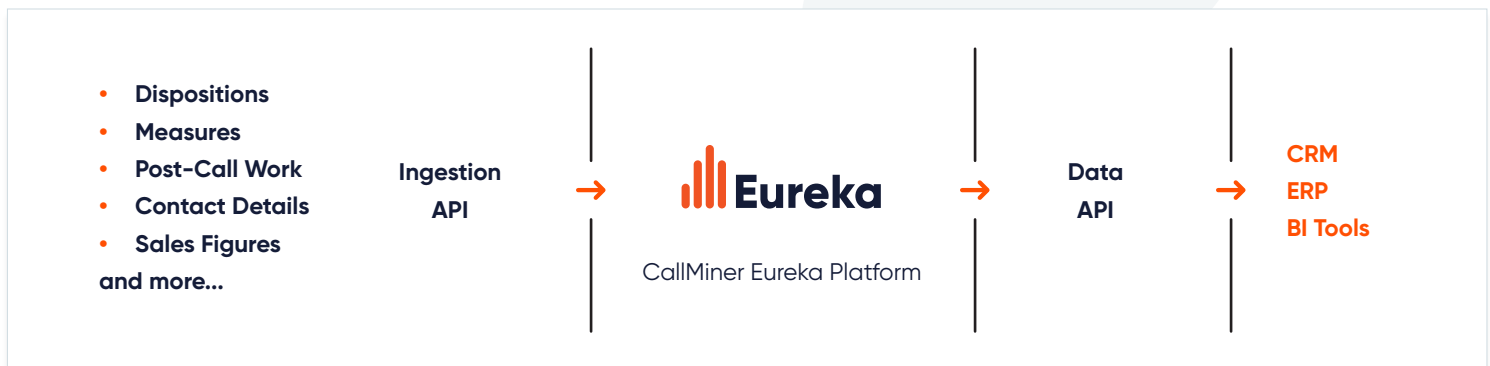
Data API

Eureka generates valuable analytics data and intelligence about your customer interactions. Use the Eureka Data API to share these important business insights across your organization through direct integration with your API-enabled internal business systems (ERP, CRM, data warehouse, BI tools, etc.) and third-party applications (SalesForce, etc.)

Eureka
CallMiner Eureka Platform
→ **Data API** →
CRM
ERP
BI Tools
→

- **Search Results**
- **Agent Scores**
- **Call Events**
- **Comments / Tags**
- **Metadata Attributes**
- **Acoustic Measures**
- **Contact Statistics**
- **Alerts**

Ingestion API

A great deal of information related to your customer interactions is locked away in business apps across your organization. The Eureka Ingestion API can help you take full advantage of that contextual data by asynchronously adding it to or updating important call metadata - such as dispositions, sales stats, or post-call work - into Eureka resulting in enhanced interaction analysis and intelligence.

- **Dispositions**
- **Measures**
- **Post-Call Work**
- **Contact Details**
- **Sales Figures**
and more...

Ingestion API →
Eureka
CallMiner Eureka Platform
→ **Data API** →
CRM
ERP
BI Tools

Request a Demo Today

For more details about Coach 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.**

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