

Analyze

Customer Engagement Analytics

Automated Quality Management through AI-Driven Call Review, Scoring and Analysis

What is Engagement Analytics?

Engagement analytics transforms your customer's voice and multichannel interactions into structured data for insights about how you engage with your customers and manage the quality of your contact center. Word and phrase identification with sentiment analysis and topic identification create awareness from dynamic customer experience and contact center issues with predictive value for insight to action results.

Introducing CallMiner Analyze

Analyze is a cloud-based solution using machine learning algorithms to automatically transcribe, redact, classify, analyze and score your customer interactions. The voice of your customer captured from call recordings delivers a rich source of unsolicited evidence for awareness, optimization and innovation. Graphical presentation of performance and sentiment with trends make it easy to persistently drive action from insight for customer experience, agent optimization and compliance.

Transcribe - Categorize - Score

Analyze more accurately converts your customer's voice into actionable insight with unique categorization that resolves intent and sentiment from ambiguous language. A combination of speech analytics accuracy, automation and visualization supports customer experience and quality management at scale with proven technology, packaged efficiency and ease of use.

Analyze at a glance

Analyze offers automated call scoring and powerful search and discovery combined with automated call transcription and PCI redaction.

Advantages

Awareness – Full transcription and analysis of every interaction

Time-to-Value – Pre-built solution packs and step-by-step playbooks accelerate ROI

Customizable – Agent dashboards with performance scoring and team comparison encourage persistent self-improvement supported by coaching

Safeguard – Automated PCI-redaction ensures compliance

Features

- Enterprise-grade speech-to-text transcription engine
- Full PCI-redaction of transcripts and audio files
- Advanced keyword and phrase searching
- TopicMiner® for content visualization and discovery
- In-line call playback synced to transcripts
- Automated call scoring with Category Builder and Score Builder
- Tagging and commenting
- Robust, extensible API



Transcribe

Accurate LVCSR
Speaker Separated
Auto Redaction



Categorize

Expansive Identification
Packaged Focus
Self-Tunable



Score

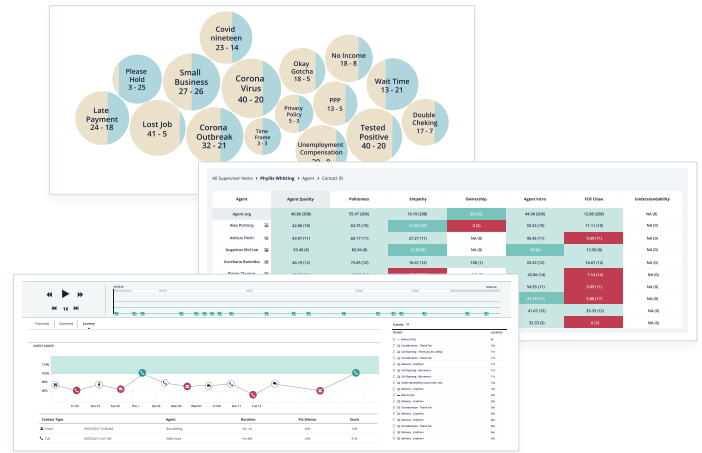
Performance & Sentiment
Automated Metrics
Journey-Based

Discover, Score & Optimize

TopicMiner® Free-form Search and Discovery makes it easy to zero in on potential customer interaction issues extracted from voice communication. Key words, phrase clustering, acoustic measures, and more are used to spotlight current and emerging trends using word clouds and phrase frequency maps.

Action such as escalation, acoustics such as silence and sentiment such as dissatisfaction are examples of indicators applied to automate scoring for every call. ScoreBuilder then consolidates agent quality, customer satisfaction, emotion and more by scored indicator. Agent Explorer adds performance visibility by agent with color-coded compliance, procedural and customer affinity indicators.

Customer Journey tracks interactions across channels to craft a visual perspective of every step contributing to an engagement.



Customer ID linked with elements that might include timeframe, campaign duration and more will create a graphical representation of the web, chat, social media and telephony communication that builds a customer journey.

How it Works



Request a Demo Today

For more information or to request a demo, please visit our website at www.callminer.com/products/

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