CallMiner

Analyze

Harness AI and ML to understand your customers at scale and identify the most impactful insight for business improvement

Organizations must react quickly to evolving customer needs. Your omnichannel conversations provide a rich view of customer desires, needs, and preferences and highlight gaps in the customer journey. If teams had insight into every customer conversation and could see the feedback at scale, they'd be able to fuel business improvement today and improve decision making in the future.

However, customer feedback is often unstructured and fragmented, making it hard to aggregate and analyze at scale. This leaves teams with little information to improve experiences across their organization, continually operating on assumptions and leading to uninformed decision making.

CallMiner Analyze gives you a new understanding of your customers to turn them into advocates. Contact center leaders can use Analyze to search for trends and emotions, such as sentiment, and use that information to build scorecards and coach supervisors and agents. Customer experience leaders can use Analyze to build prediction models and identify the most impactful insights to act on.

Features

Omnichannel Ingestion

Gain visibility to customer insights across all channels of engagement – both text and voice-based.

Robust API

Marry all your data together holistically by using CallMiner's pre-built integration modules, or using our APIs to route data to the platforms and data repositories you maintain for 100% data ownership.

Advanced transcription speed & accuracy

Quickly and accurately transcribe voice-to text from hundreds of languages, dialects and accents with Microsoft Azure Speech to Text (STT) – a state of the art recognizer built on millions of hours of ML training data.

AI driven analytics

Harness our state-of-the-art AI and ML to gather deep insights from your customer conversations including uncovering trends, building prediction models, and identifying the most impactful analytics for business improvement.

Easy data visualization

Visually represent the entire customer journey instead of one isolated touchpoint. Drill-down details reveal insights based on customer behaviors, agent performance, process challenges and other root cause indicators.

Organization-wide alerting

Close the loop between customers and decision makers by raising alerts regarding critical customer feedback. Shorten the time you take to act on and improve the customer journey.

Customizable dashboards and reports

Individual and supervisor dashboards allow easier access to coaching, performance, and key insights that can lead to informed decision-making. Organizations can see what customers care about and how agents respond to these inquiries.

Secure redaction

Auto redact sensitive data including PCI DSS and custom entities. Using pattern matching, AI-based entity redaction, or a combination of both.

TopicMiner

TopicMiner 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.

Challengers and Capabilities

For contact center leaders

Analyze provides the basis for efficiency, compliance, and performance management within the contact center. Analyze can be used with Coach and Alert to support agents and improve coaching at scale. Organizations can use robust insights from Analyze to automate coaching and drive performance management initiatives to improve the customer experience.

For experience management leaders

Experience management leaders can identify, prioritize and report on the insights that matter most. With Analyze, feedback from customer conversations is now objective, data-driven, and actionable, which can be used to understand the enterprise-wide impact of changes to drive business improvement. They can uncover critical insights to drive customer loyalty, strengthen brand fidelity, and improve products and services. With Callminer experience management leaders get access to customer feedback in-the-moment, allowing them to act today. Analyze also offers the ability to build prediction models such as predicting NPS scores or identifying at-risk customers.

Benefits

Data-driven approach

CallMiner offers a data-driven approach to uncovering customer needs across the entire customer base, reveals the impact of satisfying a need, and allows teams to prioritize initiatives without bias.

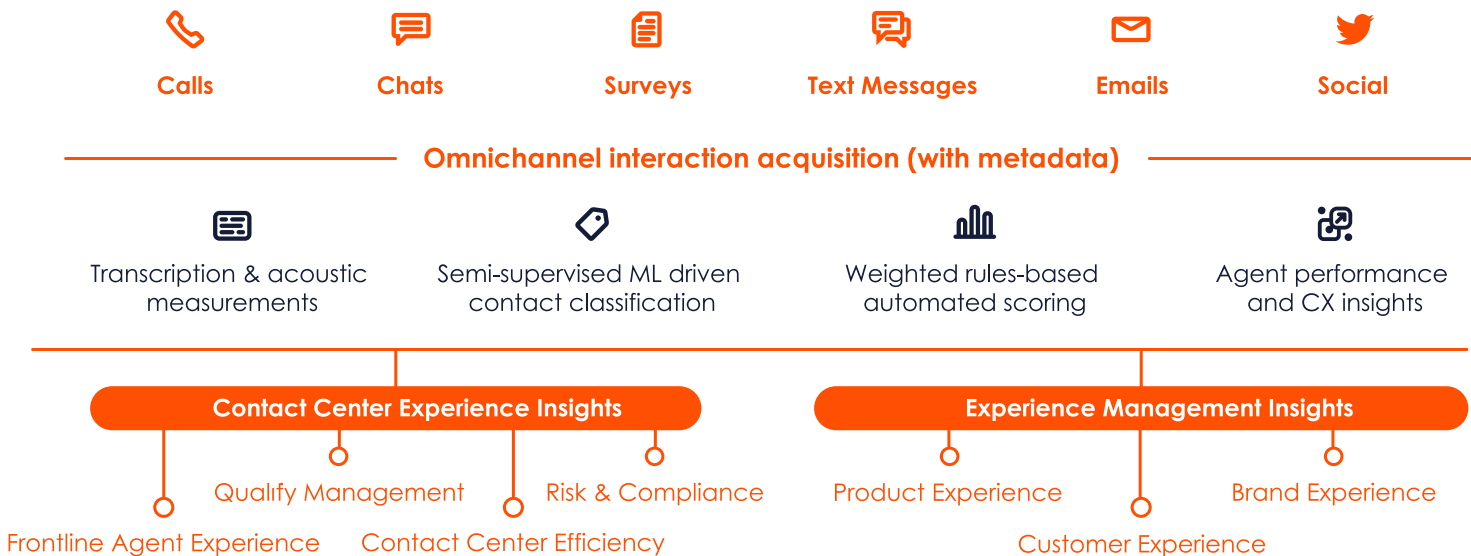### Deep insights to drive organizational change

Analyze more accurately and convert customer interactions into actionable insight with unique categorization that uncovers trends, builds prediction models, and identifies the most impactful insights to act on. Use in-the-moment insights to meet customer needs today while driving better business outcomes for the future.

Insights for all

Democratize data across otherwise siloed teams and route it wherever you need for a holistic view of your organization.

Request a Demo Today

For more details about the CallMiner platform, contact your CallMiner Sales Director or **sales@callminer.com**

Calls **Chats** **Surveys** **Text Messages** **Emails** **Social**

Omnichannel interaction acquisition (with metadata)

Transcription & acoustic measurements | Semi-supervised ML driven contact classification | Weighted rules-based automated scoring | Agent performance and CX insights

Contact Center Experience Insights

Experience Management Insights

Qualify Management Risk & Compliance Product Experience Brand Experience

Frontline Agent Experience Contact Center Efficiency Customer Experience

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