CallMiner

Contact Center Experience with CallMiner

Support customers more effectively by investing in the tools that frontline teams need to operate more efficiently

CallMiner Contact Center Experience (CCX) empowers your organization with the tools frontline agents, supervisors and executives need to meet customer needs and improve operational efficiency.

According to Gartner, "84% percent of application leaders believe service is responsible for customer retention... Expanding the focus beyond reactive, low-effort resolution will fundamentally change customer expectations in the live channel and force contact centers to adapt operationally."

Contact centers must focus on automating support for supervisors and agents through AI-driven, automation that improves contact center metrics, supports personalized coaching and increases agent satisfaction.

CallMiner focuses on four key areas to support the contact center:

Contact center efficiency

CallMiner provides the automation, analytics and integrations necessary to drive operational efficiency to improve customer experiences. Visibility and utilization across engagement channels can help reduce call volume. Acoustic measurements of silence and tempo help organizations optimize AHT. Use automated contact reasons to help inform staffing decisions. By analyzing the interaction journey and common contact drivers, organizations can identify opportunities for call deflection, channel optimization, and self-service.

Quality management

CallMiner offers call and screen recording to help supervisors and agents understand performance gaps. Insights derived from call and screen recordings are integrated with existing systems such as contact center as a service (CCaaS), video conferencing, and email and chat providers for a comprehensive view of agent performance. Our ability to analyze customer interactions provides automated scoring to pinpoint agent performance issues. CallMiner offers full or partially automated support for your quality management teams to adopt as their needs evolve. Powered by rich quality management scoring tools, teams can zero in on which calls to evaluate.

Frontline agent experience

Pre-built solutions and automation allow agents to focus on their best work and not repetitive, mundane tasks. AI-driven, real-time agent assistance helps accelerate agent onboarding to overcome knowledge gaps, adhere to compliance or to lend support. Understand how front-line agents are being treated by customers with our employee wellbeing solution, including gauging employee sentiment and identifying at-risk agents.

Risk and compliance

Identify agents who need additional or improved training with manual and automated evaluation forms. Monitor for compliance-related language, such as Mini-Miranda language, Right-Party Contact language, and FDCPA violations. Ensure PCI & PII compliance with redacted sensitive and personal information, without losing other numerical data.

Key Capabilities

Flexible transcription architecture

High-quality analytics starts with your transcription engine. CallMiner offers a best-in-class transcription to power your analytics engine, while also supporting the industry's most flexible transcription architecture to choose the service that meets your needs today and in the future.

Connect your entire analytics enterprise

CallMiner enables contact centers to empower their entire enterprise. CallMiner Record delivers live monitoring and instantaneous playback to satisfy compliance requirements or feed into analytics. Get the complete picture of the customer interaction with Screen Record to assess how efficiently agents navigate support screens while guiding the customer to resolution. From pre-defined connectors in the CallMiner toolkit to SFTP and API-based integrations, CallMiner helps connect every customer interaction.

QA at Scale

Create systemic change with automated and real-time QA. Automated QA can help accurately identify widespread trends, non-compliant agents and improve quality at scale, and real-time coaching works to reinforce quality conversations.

Smart Audit Lists

Automatically generate prioritized lists of recent contacts for later manual review by evaluating interactions based on your business' critical metrics. Identify trends to identify coaching opportunities, compliance initiatives, competitive mentions, customer sentiment, product and market requirements, and more.

Real-Time Monitoring

CallMiner monitors calls across your team in real-time, providing in-the-moment support for escalation or compliance issues. Supervisors benefit from a real-time dashboard that highlights urgent interactions or notable coachable moments.

AI- Fueled Agent Guidance

AI-driven, real-time agent assistance can help accelerate agent onboarding. Agents benefit from real-time guidance to overcome knowledge gaps, adhere to compliance or to lend support during challenging contacts.

Automated Contact Reasons

CallMiner's pre-built solutions reduce agent workload through automated contact reasons, enabling agents to focus on delivering the best customer service. With the insight provided through automated contact reasons, organizations can optimize workforce planning based on call drivers and volume analysis.

Challenges and Capabilities

For contact center leaders and agents

Being a contact center leader has never been more challenging, from increased customer expectations to managing a remote workforce. CallMiner provides AI-driven automation and insights so contact centers can operate more efficiently in service of their customers.

Request a demo today

For more details about the CallMiner platform, contact your CallMiner Sales director or:

sales@callminer.com

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Corporate Headquarters

200 West Street
Waltham, MA 02451
+1 781 547 5690

Sales

sales@callminer.com

Social

facebook.com/callminerinc.

twitter.com/callminer

linkedin.com/company/callminer