

Visualize

Graphic Insight for Speech Analytics

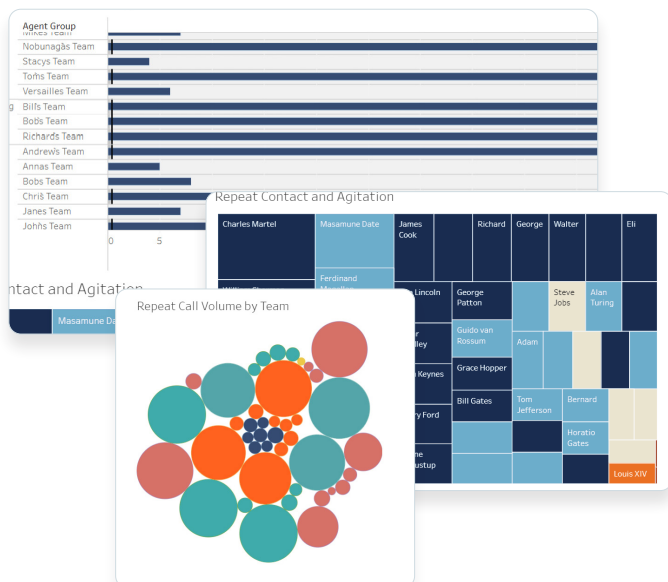
Explore, Discover and Emphasise for Attention with Speech Analytics Visualisation

A Visual Narrative

CallMiner Visualize powered by Tableau empowers with data discovery and graphical presentation that focusses attention and triggers action. Categorised meaning, scores, outcomes and a vast range of other data resulting from speech analytics becomes the foundation for graphically presenting a story that goes well beyond a single touchpoint.

Graphical Flexibility

Tables, charts and graphs can be applied to any data sets within Eureka Analyze and used to create data views that can include insight drawn from a range of sources with clickable filters. Draw from Analyze data sources to visualise voice and textbased interaction insight.



Visualize at a glance

Visualize brings your speech analytics data story to life. Customise and compare graphical data to reveal insight and enable change with a dashboard customisable workspace within Analyze

Advantages

Your Story – Visually express speech analytics data to explore, uncover and spark awareness

Your Way – Generate charts and graphs within customisable dashboards with annotation for attention

Your Impact – Share robust visualisations to inform and drive change at all levels of an organisation

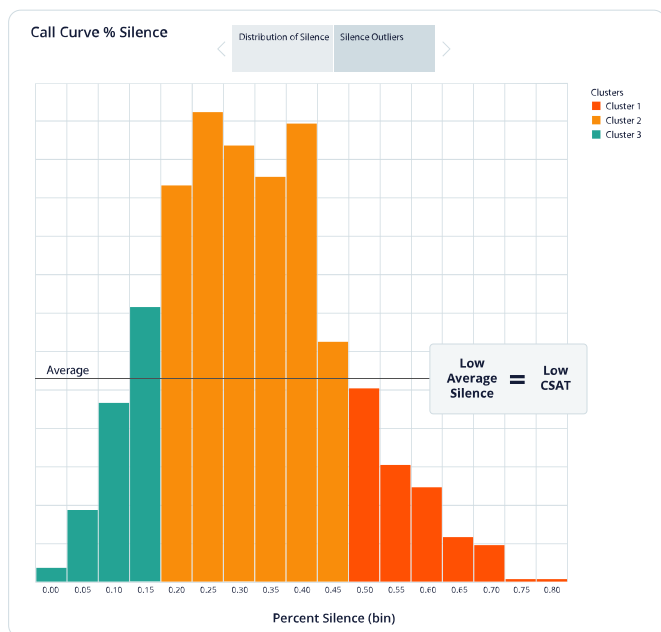
Features

- **Visual** – Drag and drop chart and graph customisable dashboards for analysis, reporting and visualisation
- **Agile** – Easy to use interface helps you manage, import and present data at scale
- **Packaged** – Pre-built reports enable speed to insight
- **Discover** – Quickly “see” the data to help focus on key improvement initiatives
- **Compare** – Before and after visualisations evaluate alternatives with root cause
- **Annotate** – Spotlight opportunities with tailored titles and tags
- **Impact** – Share graphically expressive reports within and beyond the contact centre

Graphical Presentation with Your Focus

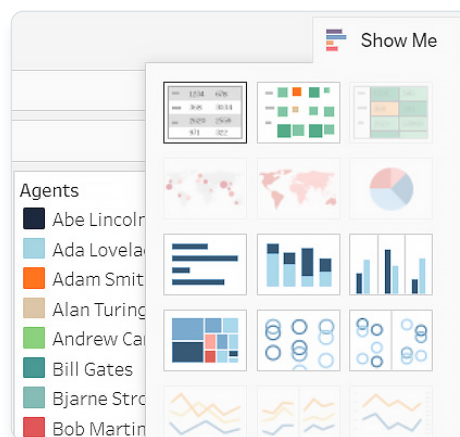
Visualize is designed to present and encourage you to interact with data within Analyze. Detail from the voices of your customers and agents can be brought to life with graphical presentation that accentuates attention and “clickable” actions that responsively adapt to any data changes, additions and comparisons that you would like to experience. Key benefits include:

- **Creative Editing** – Select a table, chart or graphic presentation with color that best appeals to your audience with a professionally designed look and feel, automated scoring for Voice of the Customer and Agent Quality awareness
- **Dynamic Interaction** – Drag and drop Eureka Analyze data elements directly into a chart and graph frame to instantly view visualisation
- **Annotated Attention** – Insert your comments for focus from the drop down menu to customise graphical design to maximum impact



Edit and Interact

Visualize empowers users with graphical data discovery and drag and drop ease of use. An Edit view presents a browser window with data sources and filters that drag and drop with immediate graphical representation. A style palette of chart, graph and table options enables clickable choices including a selection of pre-built reports. Create professionally presented graphical reports focussing on key areas of customer experience, agent quality and more.



Extend Awareness

Visual presentation of your data story will generate awareness and build momentum action from your insight. Visualize makes it easy to download in a variety of file formats for sharing purposes. Create awareness and collaborate in and beyond the contact centre with Voice of your Customer (VoC) and Voice of your Employee (VoE) metrics for intent, action, sentiment and how your agents represent your brand.

Power of Tableau Integrated within CallMiner Eureka

Visualize is a navigation tab within the Analyze menu bar.

Contact Us

For more information about Visualize, please call us or visit our website at www.callminer.com/products/Visualize

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