

Encore Speech Analytics

Transcribe, Search and Analyze Your Audio Data



Highlights

See a global view of agent-customer interactions

- Extract information about products, processes, and services from voice surveys and call center calls
- Grade agent performance using a variety of acoustic and linguistic analyses
- Use evidence-based insights to reduce average handle time and improve first call resolution

Turn archived calls into business intelligence

- Transform unstructured data into useable information in minutes with automated speech-to-text (STT)
- Drill down into calls of interest to identify root cause, training issues, and more to improve your business
- Sift through old data quickly and effortlessly with the powerful search engine

Customize analysis to your business needs

- Adapt one of several application templates to meet your unique business needs
- Easy-to-use application editor assists key managers—not just data scientists—in developing their own unique analysis of call center interactions
- Supplement automatic discovery of trending topics by tracking known issues to stay one step ahead

With so many customer interactions occurring over the phone, incorporating voice data into your analytics strategy is vital to business success. With Encore's call, desktop, survey and speech analytics, your contact center can now locate and target areas to improve with evidence-based data, and identify new opportunities to delight your customers.

The Solution is Here

Speech analytics lets you monitor all of your customer interactions and analyze the voice data for root cause, quality assurance, customer experience and more. This analysis, combined with Encore's other business analytics helps you identify areas to accelerate agent training, predict customer churn, and provide your customers with pleasant and successful company interactions.

Encore™ Speech Analytics

A member of the Encore product family, Encore Speech Analytics is an all-inclusive speech analytics application that allows clients to visualize their audio using state-of-the-art speech recognition and text analytics. It automatically transcribes audio into searchable text, then organizes and archives this data to be accessed through an intuitive web interface. All of your audio data is stored in a database where it can be searched and analyzed for compliance, customer insights, and agent performance to improve your customer experience.



Encore Speech Analytics can process audio in near-real time and examine up to a million hours per year per appliance using patented acceleration technology. It offers the ability to drill down to specific call categories and features automatic discovery of trending topics to spot business drivers. Encore Speech Analytics also comes with an enterprise-ready search engine that allows businesses to perform multidimensional analyses of their data to identify the most comprehensive trends and analytics, and make well-informed strategic decisions.

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Key Features

- **Automated speech-to-text transcription** – Convert 100% of your voice data, including customer service interactions, after-call surveys and outbound sales calls, into valuable insights.
- **Enterprise search capabilities** – Pinpoint your most important calls by layering text-based keyword search with advanced metadata filters like gender, emotion, silence time and more.
- **Voice technology at its finest** – Enhance your analysis with automatic speaker separation (diarization), emotional intelligence and gender identification to better understand the voice of your customer.
- **Automated redaction** – Find and remove sensitive numerical data from audio, text or both with Encore Speech Analytics *Purify*.
- **Efficient web-based interface** – Discover insights with real-time updates of search results and intuitive graphs.

360° CUSTOMER INSIGHT

Encore Speech Analytics combined with Encore's Call, Desktop and Post Contact Survey Analytics enables you to extract insights, from the root cause of customer complaints to customer loyalty, that help improve performance in your contact center.

Generate Measurable ROI with Advanced Analytics

DVSAnalytics' mission is to provide the best tools available to help you optimize your workforce. Our complete business analytics, including speech, call, desktop and survey analytics, are designed to provide extensive, valuable information that helps focus your attention on areas to improve performance, correct inefficient processes, and discover ways to engage your customers.

Call 480-538-7750 or email Sales@DVSAnalytics.com to schedule a live demo.

About DVSAnalytics

DVSAnalytics is a leading provider of workforce optimization software that enables organizations to improve performance and enhance the customer experience. The company's Encore Suite includes applications for recording, quality management, workforce management, analytics, and gamification. DVSAnalytics has successfully delivered these solutions to enterprises for over 30 years.

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