

Encore Speech Analytics

Transcribe, Search and Analyze Your Audio Data



With so many customer interactions occurring over the phone, incorporating voice data into your analytics strategy is vital to business success. With Encore® 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 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. Stored in a database, the audio data can be searched to verify compliance adherence, correct inefficient processes, and monitor the customer experience.

Traditional quality management has the advantage of human interaction and insight, but some kinds of questions CANNOT be answered by traditional QA:

- *What percent of the time do agents follow our script?*
- *How often do agents mention our brand?*
- *How often do customers express satisfaction on calls?*
- *How are agent interactions split across call types?*

Encore Speech Analytics can process audio in near-real time and examine up to a million hours per year per cloud 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.

HIGHLIGHTS

See a Global View of Agent-Customer Interactions

- › Extract information about products, processes, and services from voice surveys and call center calls

Customize Analysis for Your Business Needs

- › Easy-to-use application editor assists key managers—not just data scientists—in developing their own unique analysis of call center interactions

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

Key Features

- Automated speech-to-text transcription – Convert 100% of your voice data, including customer service interactions 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

DVSAalytics provides the best tools available to optimize your workforce. Our complete business analytics, including speech, call, desktop and survey analytics, are designed to deliver extensive, valuable information to improve performance, correct inefficient processes, and monitor the customer experience.

Encore

Designed to improve the customer experience, maximize employee engagement, and deliver analytics-enabled insights into customer interactions and contact center operations.

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

DVSAalytics Inc. (DVS) workforce optimization and engagement management solutions (WFO/WEM) are designed to improve the customer experience and maximize employee engagement and productivity by offering analytics-enabled insights into customer interactions and contact center operations. The Encore® WFO/WEM suite includes interaction recording, analytics, quality and performance management, workforce management, reporting, and a powerful set of employee engagement capabilities. The company is headquartered in Scottsdale, Arizona. Learn more at www.DVSAalytics.com or follow DVS on LinkedIn, Twitter and Facebook.



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