IMPACT360®
Speech Analytics Essentials for Audiolog™

Impact 360 Speech Analytics Essentials for Audiolog can process recorded conversations to automatically surface words and phrases that are experiencing an upward or downward trend in the number of times callers use them.

Now You Can:

- Gain insight from recorded calls to help reduce costs and improve products, processes, competitive advantage, and the overall customer experience.
- Leverage out-of-the-box functionality to surface and analyze changes in customer behavior that might otherwise go undetected without listening to thousands of calls.
- Share high-value intelligence across the enterprise.
- Provide your small to mid-sized contact center with an easy-to-use speech analytics solution.

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WITNESS ACTIONABLE SOLUTIONS®

Today's cost-conscious businesses are realizing that mining recorded customer interactions can provide valuable insight into products, services, and processes. But analyzing captured conversations is a big task, and some organizations may lack the resources to invest in automated speech analytics solutions.
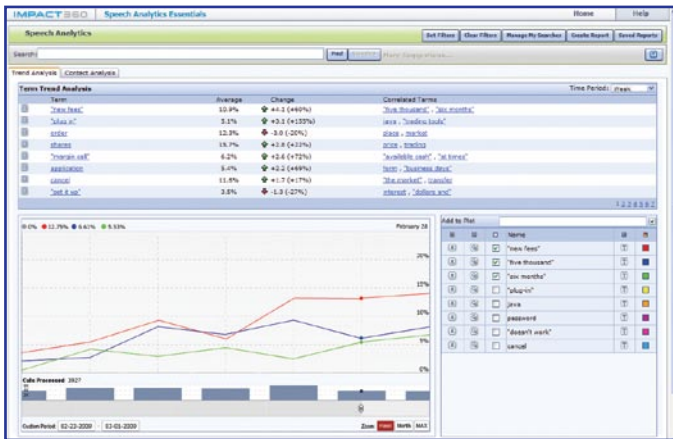
Impact 360® Speech Analytics Essentials for Audiolog™ can put speech analytics within the reach of smaller organizations by enabling them to search, analyze, and report on trends in recorded calls — without costly setup overhead, lengthy consulting engagements, and the need for interpretation by separate analyst staff.

Flexible and easy to use, Impact 360 Speech Analytics Essentials for Audiolog can process recorded interactions to surface trends that can help you make better business decisions. It's a practical solution that can help your organization identify and take action on strengths and weaknesses, including process and product issues that often originate in areas outside the contact center, such as back-office operations departments.

Get Insight from Captured Information

Right out of the box, Impact 360 Speech Analytics Essentials for Audiolog can provide automated trend analysis to show what's happening in your contact center and automatically surface changes in customer behavior. The solution can automatically identify words and phrases that are being mentioned more or less frequently during a specified period of time. This information is displayed on the home page, making it easy for supervisors, analysts, and others in your organization to spot potential problems and take actions that can reduce call volumes, drive down costs, and increase customer satisfaction.

For example, the solution can identify a sudden escalation in the number of times customers use words such as "new fees," "bill," "plan," or "charge," alerting you to a potential problem in your billing process. Armed with this intelligence, you can redirect your resources to isolate the problem and take corrective action quickly.

React Rapidly to Changes in Customer Behavior

In addition to proactively isolating trends, Impact 360 Speech Analytics Essentials for Audiolog can enable you to search recorded calls for terms of interest. Its intuitive, guided search capabilities resemble those used by popular Internet search engines, making it easy for business users to build a focused search and find relevant calls quickly.

You can search by individual words or phrases, or take advantage of the solution's advanced visual, context-based suggestions. You can even conduct complex searches to zero in on call openings or closings, for example, or include or exclude contacts containing a particular word from search results, and more.

Results are returned within seconds, providing you with information that you can share with other users across your enterprise, including back-office departments than help shape the customer experience. Better still, you can save your search parameters, enabling them to be reused in future searches.

Use Captured Information for Enterprise Decision Making

Impact 360 Speech Analytics Essentials for Audiolog provides data visualization tools and clickable charts to help make critical business intelligence available in a visual format. Viewing this data can provide valuable insights even before you begin to search for contacts or play back calls. A wide range of out-of-the-box reports can enable you to present captured data for individual users or teams. Reports can be exported as PDF documents or in spreadsheet format to facilitate sharing across your organization.

Gain the Advantages of Impact 360 Workforce Optimization

Impact 360 Speech Analytics Essentials for Audiolog is an offering within Impact 360, an analytics-driven workforce optimization suite from Verint Witness Actionable Solutions. The solution is part of a select group of offerings designed to enhance the proven recording functionality of Audiolog with Impact 360's powerful workforce optimization capabilities. With this additional functionality, users of Audiolog can go beyond recording to capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience. Contact your Verint Witness Actionable Solutions representative for more information.

For more information please call:
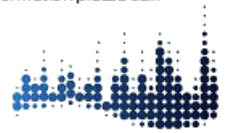
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VERINT IMPACT SERVICES

Receive Guidance from World-class Consultants

Verint Impact Services can help you get the most from your investment. From implementation, customer support, application consulting, and training to performance management and business impact consulting, you can be confident that our experienced teams understand your business practices and operations — and are committed to your success.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in analytics-driven workforce optimization software and services. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office operations.

Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading provider of Actionable Intelligence® solutions for an optimized enterprise and a safer world. More than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities, and infrastructure.

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