

Seven Ways to Put Speech Analytics to Work for Your Business



Few things tell you more about your business and market than the voice of your customers. Speech Analytics provides advanced technology that can automatically surface intelligence from thousands — even millions — of recorded calls, so you can take action quickly.

This next-generation analytics solution can reveal the insights essential for pinpointing cost drivers, trends, and opportunities; identifying strengths and weaknesses with processes and products; and understanding how your offerings are perceived by the market.

1

Monitor and Improve Customer Experience

Mine customer interactions to optimize customer engagement and omnichannel service strategies by uncovering service process opportunities, points of failure and technology barriers.

2

Turn Big Data into Actionable Intelligence

Sophisticated conversational analytics automatically extracts actionable customer insights from unstructured data helping to reveal rising trends and areas of opportunity or concern.

3

Reduce Risks of Non-Compliance

Monitor every call for internal and external violations by detecting anomalies, such as missed or improper identity verification or disclosure failures.

4

Improve Agent Performance

Zero-in on the calls that most impact your business. Identify best practices, training requirements and potentially stop a bad customer service call from going viral.

5

Increase Sales Effectiveness

Identify agent best practices by studying customer conversations that lead to successful sales including scripts, close language, upsell/cross sell interactions and objection handling.

6

Improve Operations

Reduce incoming calls, cut unnecessary callbacks and offload calls to self service web sites and the IVR by deeply understanding why customers call your contact center.

7

Transform Your Contact Center into a Critical Strategic Asset

Share customer insights with your marketing, product, back office and executive teams to enable your organization to make better decisions on marketing campaigns, product development, support processes, business strategy and more.

Learn More

To learn more about or see an Avaya Speech Analytics demo, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at [Avaya.com](https://www.avaya.com)

