

Artificial Intelligence

Avaya Conversational Intelligence

Unlock the Power of Conversations to Transform Customer Experience

Avaya Conversational Intelligence is a next-generation, end-to-end, solution that automatically transcribes voice interactions into actionable outcomes so contact centers can transform the customer experience they deliver to create customer and brand loyalty.

Unlike traditional speech analytics applications that mine calls after they occur; Avaya Conversational Intelligence transcribes voice conversations in real time, when you need it the most, to help you deliver deeper and more personalized customer engagements.

Avaya Conversational Intelligence harnesses the power of Artificial Intelligence and Natural Language Processing to substantially increase agent performance in real-time, reduce after-call agent work, initiate workflow actions, enhance regulatory compliance and summarize interaction details into actionable intelligence you can use to improve operations and the overall customer experience.

What Avaya Conversational Intelligence Does

Avaya Conversational Intelligence processes voice conversations in real-time and generates immediate transcriptions to support your most demanding in-call applications. Every word of every conversation is captured, analyzed and reported in real-time at leading word recognition rates. Avaya Conversational Intelligence learns your business and gets smarter over time, applying machine learning algorithms, to deliver valuable insights into individual and groups of customer conversations.

“It was important to us that we applied AI in a meaningful and intentional way to improve the customer experience and drive new efficiency gains. The AI transcription capabilities with the Avaya Conversational Intelligence solution have been a game-changer.”

—Michael Flodin,
President, Atento

Avaya Conversational Intelligence interfaces directly into your existing Avaya telephony infrastructure – on-premise or in the Cloud – to capture and process voice calls automatically and reliably. Its patented technology delivers automatic, real-time conversions of voice interactions into a digital format that includes associated call information; digital voice recordings and text transcriptions annotated with nonverbal metadata encoded with contextual conversation attributes.

The Impact on Customer Experience can be Transformative

Boost Agent Performance When It Counts the Most

Every customer interaction contributes to customer lifetime value and the overall customer experience. Avaya Conversational Intelligence can send customer sentiment and intent details with contextual content to agents during live conversations to help agents create more meaningful customer engagements. Imagine the productivity and customer experience improvements you can drive by populating agent screens with relevant information such as sales scripts, upsell offers, FAQs or knowledge management content to help agents while they are speaking with customers.

Improve Agent Productivity by Reducing After Call Work by 30-50%

Contact center agents are at their best when they can completely focus on customer interactions - not busy work. Avaya Conversational Intelligence enables agents to put their full energy into human-to-human relationships and deliver a better customer experience. By automating post-call disposition reporting and other form-fills like CRM inputs, agents can move immediately to the next caller and not be bogged down in error-prone, incomplete and time-consuming manual tasks.

Turn Unstructured Phone Conversations into Actionable Intelligence

By transcribing voice interactions into a useable format, Avaya Conversational Intelligence enables organizations to take unstructured phone conversations and transform them into actionable voice-of-the-customer intelligence that can be used to improve agent performance, call handling, first call resolutions, self-help content and more. Share this intelligence with product development, back office operations, sales, marketing and other departments to become a customer-led business.

Know the Real Reasons Why Customers Call

Whether within a single call or across thousands of conversations, Avaya Conversational Intelligence’s annotation capabilities automatically consolidate conversations into key points for faster understanding. Users can easily spot call trends using a dynamic Cloud word map. Use the Cloud word map’s drill down capabilities to rapidly identify and fix service process bottlenecks, improve agent performance, react to changing call patterns and devise self-serve strategies.



As customer expectations continue to evolve, the need for greater efficiency grows with it. Avaya's wide range of Artificial Intelligence solutions can help you personalize more customer interactions.

Initiate Workflow Triggers to Get More Value from Each Interaction

Start workflow actions triggered on a variety of parameters including spoken words, call characteristics, customer and agent sentiment and other call metadata. For example, employ workflow triggers to push relevant and timely scripting to agents to increase upsell and cross sell revenue, customer satisfaction and overall performance. Or send supervisors alerts should words spoken indicate a disgruntled customer so corrective actions can transpire before the customer leaves the conversation.

Enhance Compliance Practices with Internal Policies and External Regulations

Because all voice conversations are recorded, transcribed, annotated and monitored, Avaya Conversational Intelligence can help organizations comply with internal and external rules and regulations. Identify non-compliance instances, in the moment, as they happen and send alerts to supervisors so they can instantly improve agent compliance knowledge, skills and practices. Avaya Conversational Intelligence is fully certified to meet Payment Card Industry Data Security Standards (PCI-DSS) and Health Insurance Portability and Accountability Act (HIPAA) requirements.

Put Artificial Intelligence to Work for You

As customer expectations continue to evolve, the need for greater efficiency grows with it. Avaya's wide range of Artificial Intelligence solutions can help you personalize more customer interactions, gain deeper customer insights, generate customer loyalty, increase agent satisfaction and reduce operating costs while providing a pathway for growth and profitability.

For more information or to see Avaya Conversational Intelligence in action, contact your Avaya sales representative.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

