

Avaya Workforce Optimization

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Gain Insights for Improving Agent Performance, Call Handling Efficiency, and Accountability

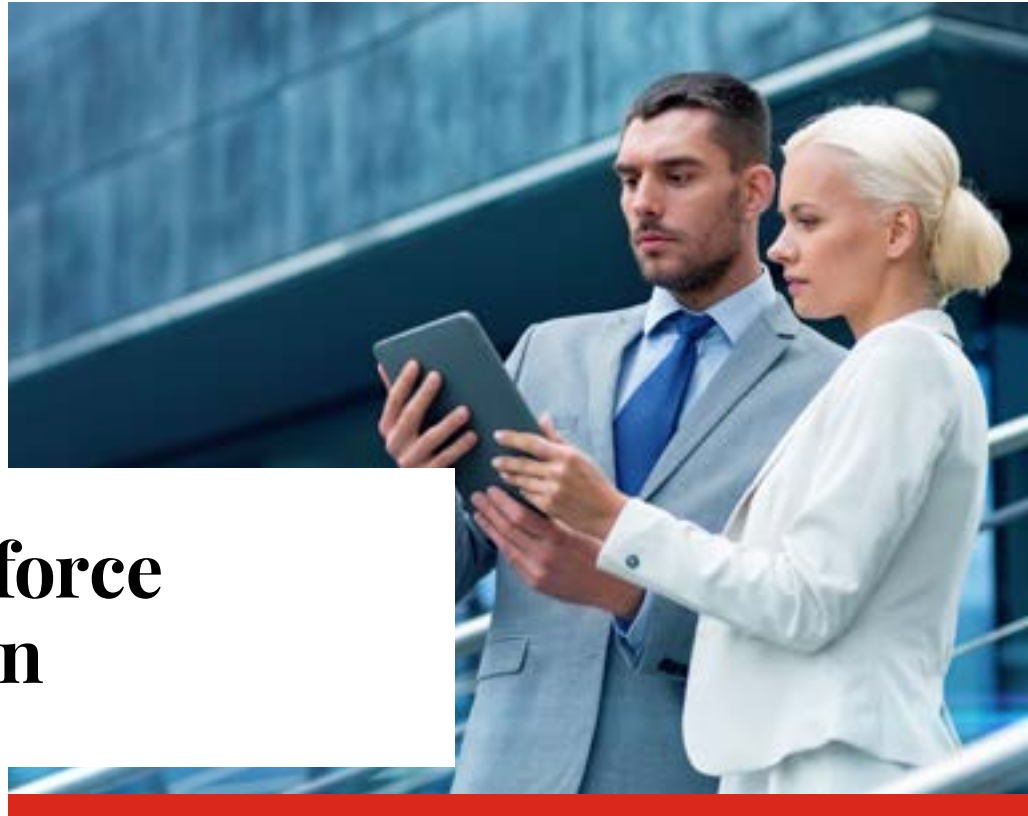
Speech Analytics

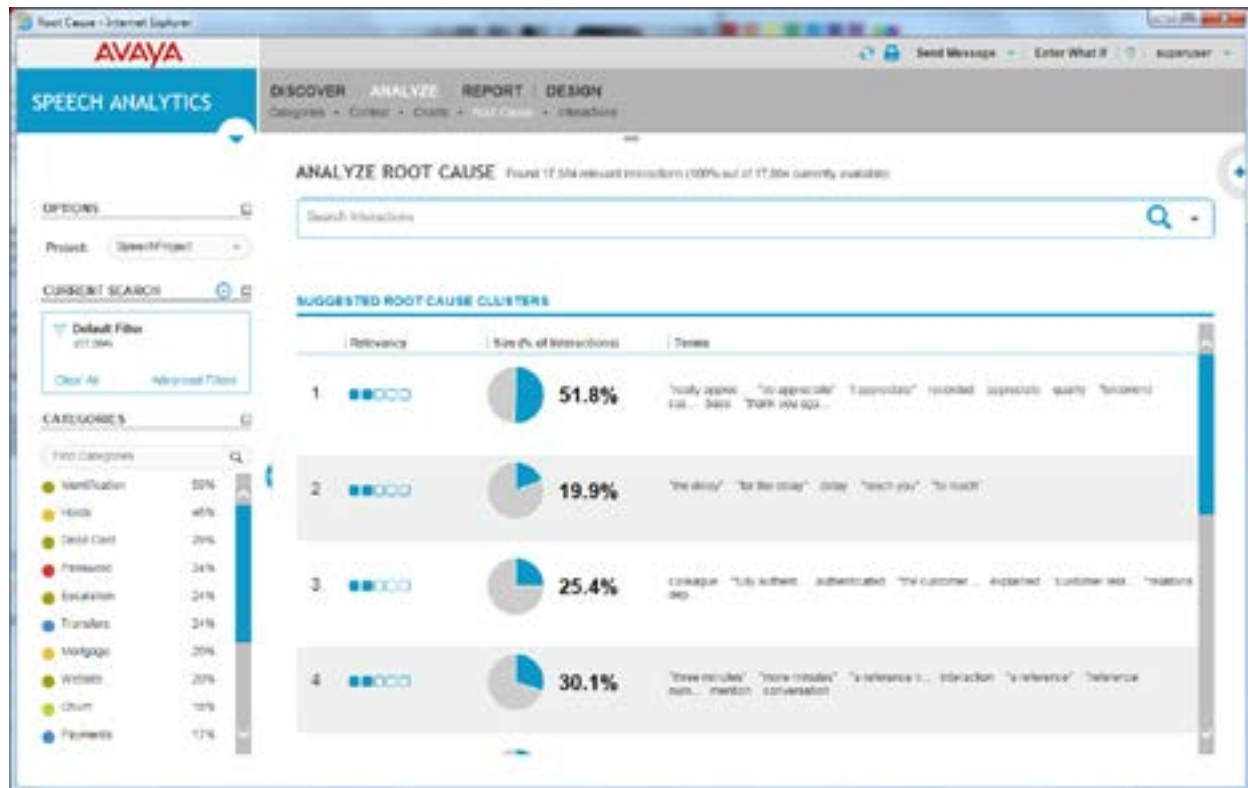
Competitive advantage often depends on anticipating and addressing market needs faster than your competition. And few things can tell you more about your business and market than the voice of your customers.

Avaya Speech Analytics provides advanced functionality 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 intelligence essential for pinpointing cost drivers, trends, and opportunities; identifying strengths and weaknesses with processes and products; and understanding how your offerings are perceived by customers.

Right out of the box, Avaya Speech Analytics can provide sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern. Going beyond merely isolating words used repeatedly during a specific time period, Avaya's conversational analytics can identify and group words that are different, but contextually related to a particular topic, such as relating overage, minutes of usage, and late charges to "fees."

With this innovative functionality, you can quickly build categories that reflect current customer issues and concerns across thousands of calls, helping you take action right away. You don't even need to tell Avaya Speech Analytics what to look for - the solution can identify themes automatically, continually refine them, and add new themes over time. It's a practical and powerful way to help business users continually stay on top of customer perceptions and what's being said during calls.





Key Benefits

- Helps optimize customer engagement and omnichannel service strategies across assisted and self-service channels by revealing process-related opportunities, points of failure, and technology barriers
- Reveal potential occurrences of non-compliance and fraud across phone interactions
- Gain insights for improving agent performance, call handling efficiency, and accountability
- Accelerates speed to insights and return-on-investment with a solution designed to facilitate ease of operation and expansion

Gain a Deeper Understanding from Your Data

Avaya Speech Analytics capitalizes on semantic intelligence and over 70 patented technologies to provide a deeper understanding of the meaning and context used in conversations. You can search for an unlimited number of terms by keyword, phrase, or business category - even zero - in on emotional calls. An intuitive user interface provides guided search capabilities, workflows, and views that make it easy to understand, display, and share information.

Avaya Speech Analytics can process up to 100 percent of calls - a benefit for compliance scenarios - and provide results within seconds. It can categorize call content with high accuracy, including accents, dialects, and slang, and can be customized to accommodate specialized words, such as industry terminology. Software-based speaker separation can help you discern who said what, even in mono recording environments. The solution can compare the words and phrases between two specific call subsets to help you better understand and determine root causes of customer satisfaction.

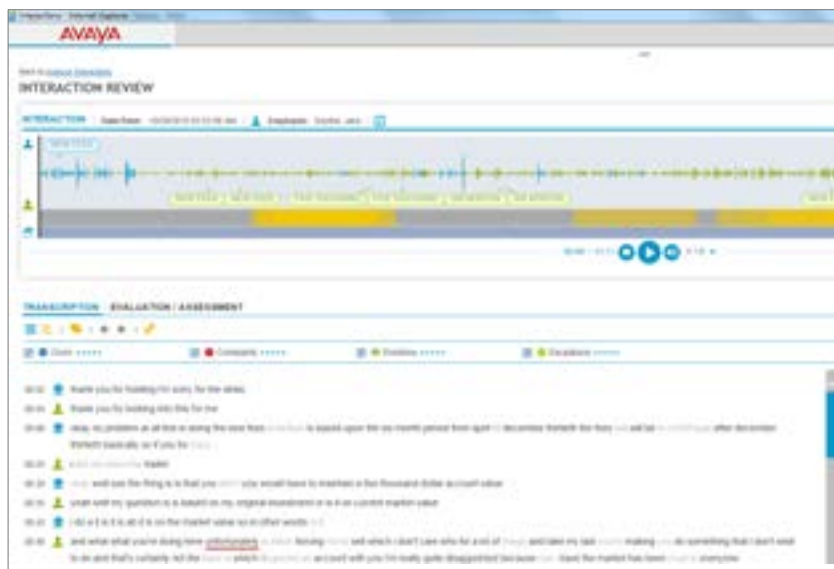
Optimize Customer Engagement

You can deploy Avaya Speech Analytics with Text Analytics to converge insight from your text and voice channels efficiently - a significant benefit for delivering omnichannel customer service. The solution can help you gain a deeper view into customer journeys, wants, and concerns, and take targeted action quickly. It's a crucial capability that can help your organization optimize customer engagement.

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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.



Core Component of the Avaya Customer Engagement Portfolio

Avaya Speech Analytics is part of Avaya's industry leading portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

Learn More

To learn more about Avaya Workforce Optimization, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at www.avaya.com.

