



Contact Center

Avaya Conversational Intelligence

Transform Your Customer Experience and Improve Agent Productivity by Reducing Contact Center After-Call Work

In the contact center, organizations ask agents to interact with customers, then note their impressions of the conversation, document it and perform other after-call tasks. But, imagine if some of these time-consuming tasks were automated. What if you can free agents to focus on creating long-lasting customer relationships, while garnering a 100%, 360-degree objective view of voice interactions in real-time—scaled across your entire business?

Avaya Conversational Intelligence enables agents to completely focus on creating and retaining loyal customers by substantially reducing after-call work. This innovative and cost effective artificial intelligence solution automatically transcribes customer voice interactions into a machine-readable format.

Real-Time Transcription

Processes voice conversations in real-time and generates immediate transcriptions to support your most demanding in-call applications.

The Power of Artificial Intelligence

Learns your business and gets smarter over time, performing Natural Language Processing analysis and delivering valuable insights into individual conversations and groups of conversations.

High Accuracy

Every word of every conversation is captured, analyzed and reported in real-time at 87% or higher word recognition rates.



- Real-Time Transcription
- The Power of Artificial Intelligence
- High Accuracy
- Call Sentiment Analysis
- Call Summarization
- Workflow Triggers
- Call Recording
- CRM Integration

Call Sentiment Analysis

Monitors voice conversations and evaluates language and voice inflections to quantify attitudes, opinions and emotions.

Call Summarization

Whether within a single call or across thousands of conversations, annotation capabilities automatically consolidate conversations into key points for faster understanding. Easily spot call trends with a dynamic Cloud word map.

Workflow Triggers

Initiate workflow actions triggered on a variety of parameters including spoken words, call characteristics, customer and agent sentiment and other call metadata.

Call Recording

Every conversation is recorded with metadata and stored in a Cloud-based repository that can be searched with provided tools and accessed programmatically via APIs.

CRM Integration

Push transcriptions and recordings into CRM records, ensuring the entire customer conversation is captured in context for future reference.

Reduce or Eliminate After-call Work

Contact center agents are at their best when they can focus 100% 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.

Integrates Into Your Existing Telephony Infrastructure

Avaya Conversational Intelligence interfaces directly into your existing 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 machine-readable digital format that includes associated call information; digital voice recordings and text transcriptions annotated with nonverbal metadata encoding with dozens of conversation attributes.

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.



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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.



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