Speech Analytics

DVSAnalytics

Scalable Speech Analytics Delivers Operational Intelligence

Speech Analytics by DVSAnalytics produces measurable benefits that enhance the customer experience and boost agent engagement. Increase your contact center's productivity and realize a substantial return on investment with Speech Analytics.

Speech Analytics reveals key insights regarding your contact center. Audio interactions are transcribed and analyzed based on organizational goals, producing business intelligence that drives impactful change:

- Pinpoint training needs and optimize coaching
- Verify adherence to compliance requirements
- Protect sensitive customer data and reduce risk of penalties
- Analyze sales metrics to maximize every opportunity
- Learn key drivers of customer loyalty and satisfaction

Return on Investment

DVS Speech Analytics delivers a concrete return on investment. Extract information buried in your customer interactions to improve performance and protect your business.

- Quality Management – Quickly review 100% of agent calls without listening to a recording
- Process Adherence – Ensure agents follow compliance requirements, protecting your business from fines and penalties
- Audio File Redaction – Guard your customers' sensitive data, such as credit card or social security numbers, by removing it from recordings and transcripts
- Sales Effectiveness – Discern sales techniques that resonate with your customers while fine-tuning your sales team's message
- Voice of the Customer – Discover deep customer insight by rapidly evaluating 100% of your customer interactions

Scale for Organizational Needs

To maximize the value of their investment, most customers analyze 100% of recorded interactions with Speech Analytics. Other contact centers need to focus on a subset of customer interactions, such as only those occurring with a specific sales team or the customer support team.

DVSAnalytics can accommodate this reduced need and, when the contact center is ready to analyze more interactions, DVS Speech Analytics easily expands to accommodate additional interactions.

HIGHLIGHTS

- Review 100% of agent calls with analytics-enabled QA
- Confirm agents follow compliance requirements
- Protect sensitive data in recordings and transcripts
- Improve sales results by measuring sales effectiveness
- Uncover customer opinions on products or services