# **5 Advanced Ways to Leverage Speech Analytics** in Your Contact Center

Analyze 100% of your audio interactions and gather critical business intelligence to improve contact center operations and enhance the customer experience.



#### **AUTOMATED QUALITY MGMT**

Increase agent coaching and target opportunities for assurance staff



# **PROCESS ADHERENCE**

Pinpoint areas to improve contact center operations and monitor regulatory compliance to avoid fines or penalties



### **AUDIO FILE REDACTION**

sensitive customer data requirements are met

04



# **SALES EFFECTIVENESS**

Analyze sales performance to discover key metrics that and develop sales training

05



#### **VOICE OF THE CUSTOMER**

Extract valuable customer feedback about products and services, improve CSAT or NPS scores, and detect causes of customer churn

See the concrete Return on Investment with DVS Speech Analytics.

Call to schedule a demo today!

