DATASHEET

Knowledge Mine Recorded Call Content to Spot Key Terms & Pinpoint Calls

Tap valuable business intelligence that would otherwise be lost in a vast sea of call recordings. With Engage Analyze's advanced speech analytics, search the actual voice content of a call to look for critical keywords mentioned about customer demands, market trends, or competitive insight.

Engage Analyze is ideal for organizations who have less sophisticated speech analytics requirements. Automatic and ad hoc searches are easily configured. Search results are quickly identified in the fully integrated user interface, offering insights into the contents of recorded conversations for improvement of business best practices.

BENEFITS

- Enhance service quality monitoring and determine call handling effectiveness

- Gain deeper insight into all agent/customer interaction

- Evaluate agent performance and identify training needs

- Determine agent adherence to scripts and processes

- Help ensure regulatory and corporate standards compliance

- Track competitor mentions, sales objections, & customer response

- Easily pinpoint calls for further quality assurance evaluation with Engage Quality

SEARCHING WITH SPEECH ANALYTICS
Audio mine all your Engage Record call recordings simply and easily. Engage Analyze allows the building of search queries which pinpoint key customer interactions in seconds.

PLAYBACK CALL RECORDINGS
Categorize your call volume by visually zooming into industry trends and customer inclinations. Engage Analyze illustrates vast amounts of content and its probability level to keywords in a graphical playback timeline.

INDEXING AUDIO
Pre-processing audio files for speech analytics is seamless and transparent with Engage Record. Engage Analyze makes it possible to index 100 percent of your calls in the background and then rapidly search based on keywords and phrases buried in recorded calls.
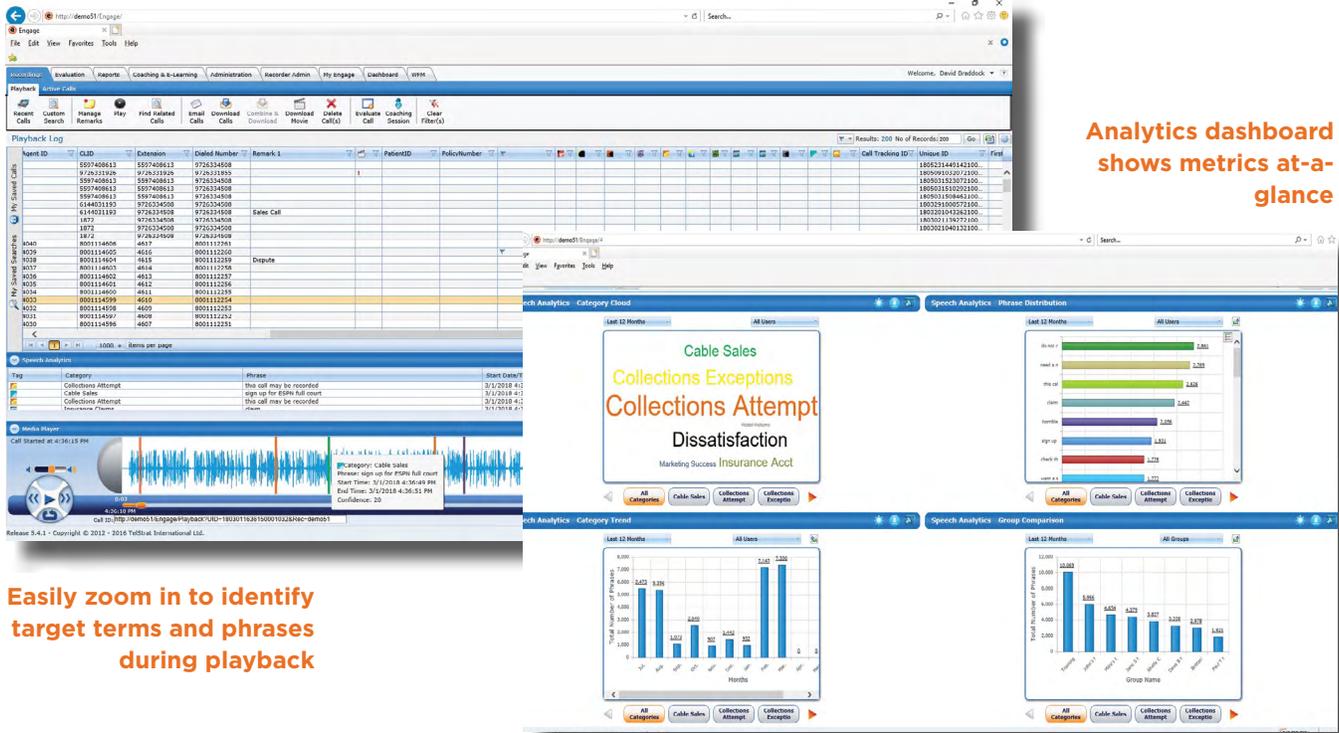
Analytics dashboard shows metrics at-a-glance

Easily zoom in to identify target terms and phrases during playback

FEATURES

Index once, analyze many times
Patented Phonetic Search and Recognition technology automatically indexes 100 percent of the calls behind the scenes by actual voice content. Once indexed, files can be quickly searched as many times as desired.

Multi-level, logic-driven word and phrase searching
Easily configured, savable speech categories allow searching on multiple discrete words or phrases with Boolean operators and user-specified confidence thresholds. Libraries of saved search packs can be readily built to streamline specific processes.

Measure and sort calls by confidence level to maximize your analysis
An overall Confidence Level is assigned to each Speech Category measuring the keyword trend over time. For an even more detailed view, each returned keyword instance in the Speech Category has a Confidence Level of its own, making it relatively easy to sort through the most accurate results.

Visualize keyword instances used within the call
The timeline media player indicates, with color bars, where the phrase was spoken. Hovering over a color bar shows details about the phrase and associated category.

No dictionary required
Phonetic search technology uses the universal audio components of speech to rapidly locate new terms and phrases without requiring dictionary and grammar models.

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