

VOIZTRAIL SPEECH ANALYTICS TAKES CALL AUDITING TO THE NEXT LEVEL

YOUR BUSINESS'S SUCCESS DEPENDS ON YOUR UNDERSTANDING AND ENGAGEMENT OF CUSTOMERS

VoizTrail's state-of-the-art call recording and auditing program allows you to access a gold mine of customer insights previously left to guesswork and chance. From determining new patterns and trends to analysis of emotional intelligence data provided, VoizTrail offers valuable information.

Companies who use VoizTrail speech analytics program report:

- Reduced call center compliance risks
- Improved agent performance
- Increased recovery rates/sales
- Positive customer experience
- Decreased incidents of litigation
- Ability to identify new patterns and trends

How does VoizTrail work?

1. Call is recorded.
2. Call is sent to VoizTrail engine and split into two channels. One for customer's voice. One for Agent's voice.
3. Call is transcribed and analyzed.
4. Call is automatically assigned a score according to level of risk or success.

"Being able to see on the report who's said what is so valuable. But the best part is the emotional intelligence analysis -- how quickly and easily we can determine how our calls are going. Which calls start out with a stressed consumer and end up with a calm and satisfied consumer. Which agents are best at making that happen."

Scott Purcell, President and COO of Professional Credit

WITH VOIZTRAIL, YOU CAN...

LISTEN

Listen to your customers with VoizTrail's all-in-one, specialized, customizable call auditing, recording and speech analytics software. Every call is recorded, tracked, and analyzed for content, emotion, and keywords tailored for individual needs.



ANALYZE

Customized, easily downloaded reports provide detail into customers' needs as well as areas of concern and success. VoizTrail tools examine both audio channels for emotional indicators and acoustics (pitch, tone, volume) as well as keywords. A customizable library of keywords and phrases pertaining to the specific operations provides valuable insights.



IMPROVE

Information is power. Using the speech analytics data, scripts can be adjusted, and agents can be better trained. Advanced technology also allows timely alerts to identify when customers are distressed or agents are struggling -- when intervention might be helpful. Voiztrail can assist your efforts to cultivate desired behaviors in agents, improving both the customer experience as well as ROI.

