

According to IQPC, “telephony continues to reign as organizations’ primary customer service channel,” with over 92% of organizations offering live agent support over the phone. Resolution is a primary factor in successful customer interactions, and leading organizations are seeking new ways to increase the speed and frequency at which successful resolutions are achieved during phone conversations.

Optimizing your customer engagements can be a difficult process, however. Agents are faced with many key decisions in a day and in the heat of a live interaction, reacting appropriately to a given situation can be the difference between a positive or negative experience for the customer. In addition, supervisors can't listen to every call or coach every agent at once, their time and attention needs to be directed to the most critical interactions.

CallMiner EurekaLive solves this twofold problem by listening to every live conversation and providing real-time feedback and next best action guidance to both supervisors and agents.

Using CallMiner’s enterprise speech recognition technology and contextual language patterns, EurekaLive automatically monitors in-progress calls for the presence or absence of specific language or acoustics and delivers instant alerts to a dashboard or agent desktop.



Benefits

Reduced compliance risk

- > Supervisors are immediately notified of risky calls
- > Automated script reminders ensure agents deliver all required disclosures
- > Colour coded feedback reminds agents to stay calm during highly emotional calls

Increased customer loyalty and retention

- > Notify agents of special promos based on conversational content to save customers
- > Deliver consistent, accurate information
- > Highlight up-sell/cross-sell opportunities

Better performing agents

- > Supervisors immediately know where to focus their coaching efforts
- > Increased first call resolution and reduced average handle time
- > Maintain compliance and reduce or eliminate violations

Features

Supervisor Command Post

Enables supervisors and quality analysts to review every in progress call for their team. Key call events, such as escalation attempts, compliance violations, and sales opportunities are highlighted while the conversations that require the most attention are automatically prioritized. Supervisors can drill into any ongoing call and review individual alerts and the words or acoustic characteristics that triggered them.



Sales Closure Procedure

- ASK** ▶ Verify customer information
- DO** ▶ Recap explanation of services/product purchased
 - ▶ Read disclosures specific to service, product, or vendor
 - ▶ Ask specific questions required to fill lead form

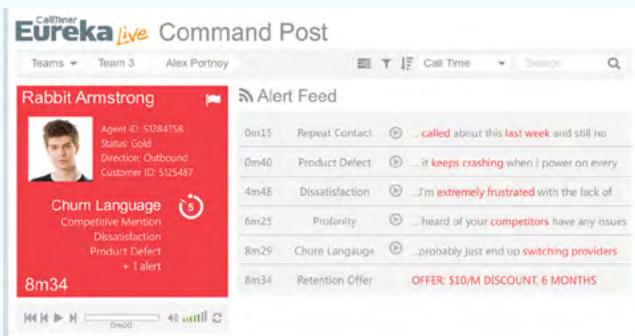


Agent Assistant

Tracks script elements as they are completed using contextual speech patterns and alerts agents of key events and changing acoustic sentiment. Ensures your agents are saying the right things at the right time with next-best-action guidance, event alerting, and automated context-driven workflow reminders delivered directly to agents.

High Fidelity Audio Capture

Speaker separated audio provides incredible accuracy to minimize false positives, while cost effectively scaling to large numbers of concurrent agents.



Snippet Transcript and Playback

Full text transcription of the audio snippets that trigger alerts and instant playback allow for quick and easily problem identification and triage.

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