

PerformanceEdge® Quality Management Speech Analytics

PerformanceEdge Quality Management offers integrated speech analytics enabling organizations to tap into their most underutilized and valuable asset - the voice of the customer. Speech Analytics from Aspect can automatically listen to 100% of all recorded customer conversations and highlight significant trends and variations that can impact customer satisfaction, agent quality, sales performance and marketing effectiveness to provide actionable customer and business intelligence for improving performance within your organization.

In addition to providing essential quality monitoring and recording capabilities, PerformanceEdge Quality Management offers the latest speech analytics technology through its integration with CallMiner Eureka!. This integration helps automatically identify the true reason for each and every call and how those calls are being handled, so you can focus your improvement efforts on the areas that will have the greatest impact. By combining the analyzed speech with the call history and extensive metadata collected by PerformanceEdge Quality Management, you'll gain a complete analysis of your customer interactions so you can easily pinpoint the root cause of changes in performance.

With its in-depth speech analytics capabilities, PerformanceEdge Quality Management helps reduce costs, increase customer satisfaction and align contact center performance with your overall business goals.

CallMiner Eureka!® Advanced Capabilities

Eureka! automatically analyzes calls for spoken words, acoustic characteristics and call attributes to clearly identify what is occurring in customer conversations. Eureka captures what is being said, how it is being said and the context in which it is being said, ensuring you will realize value from day one. It unlocks business data contained in recorded calls by converting call content into reportable data using a comprehensive set of advanced capabilities that allow you to categorize, search and discover call trends for actionable business intelligence. These capabilities include:

Call Categorization

Eureka automates the categorization of calls into:

- Call Reasons - one or more reasons for each call (e.g., account information, billing questions, purchase service, cancel service, etc.).
- Behaviors of Participants - generic behaviors of participants throughout each call (e.g., repeat caller, dissatisfaction, transfer-hold language, buy language, churn language, cross-sell/up-sell attempts, payment language, politeness, empathy, understanding, etc.).
- Products - offerings potentially mentioned during each call.
- Competitors - competitor names potentially mentioned on each call.
- Procedures - presence of procedural language on each call.
- Outcomes - end results or actions for each call.



Highlights

- Analyze and report on the content, context, purpose and outcome of every recorded conversation.
- Automate sharing of call recording metadata, such as agent, team and application.
- Reduce costs by centrally storing recordings using high compression rates with WMA file format.
- Utilize call categories and indicators available as pre-scoring search criteria.
- Manage the most important calls to score, centrally identified in the PerformanceEdge Quality Management interface.
- Improve efficiencies by automatically sending call categories to PerformanceEdge® Performance Management.

Search

Eureka allows for simple or complex word and phrase searches:

- Search for words and phrases across all calls or within a specific time frame or date range defined by category or call attributes.
- Identify calls that match the search criteria and return a text and audio snippet for each call where the search terms were found.
- Save searches and schedule search results as reports for distribution.

Discovery

Eureka facilitates the discovery of trends and events, without a predisposed notion of what to look for:

- Tracks call indicators.
- Analyze word and phrase frequency.
- Uncover meaningful call characteristics without knowing what to search for.

Superior Technology

Ease of Integration

- Compatible with any call recording platform.
- Support for single or multi -site, multiple recorders.
- Data accessibility and publication to 3rd party data warehouse and BI solutions.

Highly Scalable

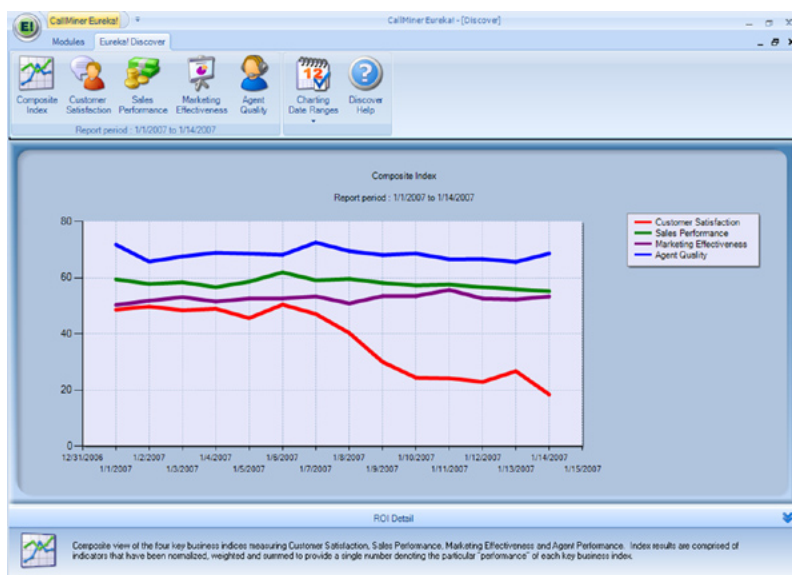
- Industry's most efficient processing architecture.
- Scales from single site and single server to multi-site distributed architectures.
- Optimized data storage to minimize footprint.

Speed to Intelligence

- Near real time processing.
- Out of the box comprehensive tools.
- Search more than 40,000 hours of audio per second for multi -word phrases.

Thorough Call Analysis

- Automated call categorization.
- Acoustic and emotion detection measurements including stress and agitation as well as silence.
- Call attribute and data integration including all call history captured by PerformanceEdge® Quality Management.
- Reports and multi-dimensional views that can be emailed to your inbox.
- Call scoring on KPIs such as customer satisfaction and agent quality.
- Leading-edge OLAP analysis tools for further discovery of business intelligence. Ad-hoc visual analysis of all data points, dimensions and measures.



PerformanceEdge Quality Management's speech analytics enables you to analyze each and every call you record so you can quickly identify and act on important trends in customer satisfaction, agent performance, sales effectiveness, and marketing effectiveness.

PerformanceEdge® Group

The PerformanceEdge Group is a dedicated resource within the Aspect organization that is comprised of contact center performance professionals with technical, process and application subject matter expertise.

About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit www.aspect.com.

Enterprise Value

CallMiner Eureka!® Helps Organizations Improve...

Customer Satisfaction

Customer Retention

Customer Experience

Agent Quality

Agent Lifecycle Management

Contact Center Operational Efficiencies

Sales and Marketing Effectiveness

Collections Performance

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