

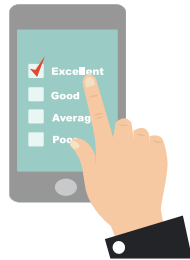
8 BENEFITS

of Word Spotting in the Contact Center

Thinking about implementing Real-Time Speech Analytics in your contact center? Below are some benefits that companies that use real-time speech analytics have seen.

Improved Customer Satisfaction by 25%

Record and share relevant information across teams and customer touchpoints.

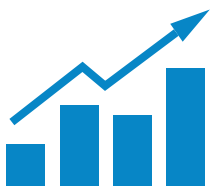


Reduced call time by an Average of 82 Seconds

Whisper reminder messages to agents if they are taking too long to complete a call.



Improved supervisor efficiency



Notify supervisor of interactions that require their attention.

Increased security



Monitor 100% of calls 100% of the time

Decreased escalations by 65%



Provide additional information to the agent. Supervisors can whisper messages to help the agent without the customer hearing.

Increased sales by 30%



Provide agents with additional information such as call scripts, knowledge base articles, and more to take advantage of upsell opportunities.



Lowered quality monitoring costs by 85%

Ensure specific product offerings are mentioned for compliance.

Reduced abandon rate by 35%

Automatically screen pop previous customer interactions or a specific interaction the customer mentions.

