

# Four ways to improve your contact center effectiveness with **Speech Analytics**

## **Process compliance**

Process adherence can be automatically monitored



## **Revenue Generation**

Cross-selling and up-selling is enabled



## **Reduced risk of fraud**

Mis-selling can be spotted through phrases



## **Workforce optimization**

Agents customer service quality improved



In contact centers large and small, the sheer number of recorded interactions makes analyzing captured conversations too difficult.

auMina, Uniphore's speech analytics tool-suite, helps contact centers gain deep-insights in call characteristics, enabling them to incorporate performance enhancements, productivity optimizations as well as identify cross-selling and upselling opportunities. With auMina, contact centers are now able to:

- Mine audio data with over 95% accuracy in 25+ languages and 100+ dialects
- Transcript customer interactions in real-time
- Analyse customer's sentiment in real-time
- Create Agent performance score in real-time based on agent's in-call quality
- Configure unique business requirements easily

### Key features:

- 95% Accuracy
- Advanced Noise Reduction and Silence Deduction
- Real-time or Batch-mode deployments
- On-Premise or Cloud based delivery model
- S-a-a-S based managed services business model
- Highly scalable

“ Uniphore's Audio Mining Solutions has helped a leading global banker to achieve over 80% reduction in regulatory compliance cost for monitoring interactions in the contact center

Leading Financial Service provider



Uniphore Software Systems is the leader in Multi lingual speech-based software solutions. Uniphore's solutions allow any machine to understand and respond to natural human speech, thus enabling humans to use the most natural of communication modes, speech, to engage and instruct machines. Uniphore operates from its corporate headquarters at IIT Madras Research Park, Chennai, India and has sales offices in Middle East (Dubai, UAE) and Manila, Philippines.

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