U-Analyze provides the full picture of your customer interactions and the knowledge to make informed decisions. The average contact center samples less than 1% of calls. In the increasingly competitive world of customer experience, every bit of customer insight is valuable.

U-Analyze efficiently analyzes 100% of all customer interactions across voice, chat and email for a deeper understanding of customer needs, preferences and behaviors. Powered by AI, U-Analyze mines customer conversations for patterns, keywords, topics, sentiment and potential issues to help reduce customer churn and increase ROI. With U-Analyze, businesses can extract actionable insights that help drive customer experience, quality management, agent performance and compliance.

**Drive informed and impactful decision making with:**

- 100% of interactions analyzed
- Multilingual language identification
- Proactive coaching dashboard
- Customized business-driven reports
- Enhanced search and discovery of “key moments”

**U-Analyze’s Impact**

- **100%** Captures of all customer interactions
- **50%** Analysis call time reduction
- **60%** Compliance issues reduction
Get the Service You Need to Start Driving Impact

U-Analyze offers two solutions: U-Analyze Bolt evaluates and improves agent performance with automated agent quality management; U-Analyze Max offers all the benefits of Bolt, plus performance analytics.

U-Analyze Bolt

Time is money and supervisors can’t afford to listen to an entire call to understand why it received the respective score. Bot helps to automatically score and identify calls that require quality attention.

U-Analyze Bolt provides:

- **Streamlined agent coaching** – Streamline automated feedback logging and tracking between Quality Analysts.

- **Interactive dashboard for a holistic view of agent performance** – Easily drill down into each dashboard to find the key points in the call for coaching and guidance.

- **Smart call sampling** – Allow quality managers to spend time on the calls that really need their attention and make a bigger impact on agent performance.

- **Objective quality management** – Consistently analyze calls without human bias or the need to calibrate between different Quality Managers.
Data is abundant. But uncovering the insights analysts, supervisors and operators need to understand drivers, pinpoint opportunities and make the best decisions can be time-consuming and overwhelming. U-Analyze Max provides:

- **Customized business-centric reporting** – Tap into the full value of your conversations and unlock insights tied to the performance of your business, not just the call center. Max offers customized reporting on compliance, sales effectiveness and more.

- **Deep call driver analysis** – Identify, assess and understand call drivers for churn, high call volume, low CSAT scores and more using keyword spotting and sentiment analysis.

- **Connected customer journey analytics** – Analyze call, text and email to see the connection points across a customer’s journey.

- **Market research and trend analysis** – Detect client behavior using smart sampling and smart search capabilities and see how customers are responding to new product launches, campaigns and much more.

- **Accurately capture the voice of the customer (VOC)** – Skip the expensive, time-delayed surveys with low completion rates. With sentiment analysis applied to every call, you’ll know exactly how your customers feel and why.

- **Build a responsive CX feedback loop** – Use keyword spotting and call driver analysis to optimize every point in the journey, not just single-point customer interactions.
## U-Analyze at a Glance: Bolt vs. Max

Helping you make an informed decision

<table>
<thead>
<tr>
<th>Features</th>
<th>Bolt</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% analysis of all interactions across Voice, Chat &amp; Email</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Interactive dashboards for a holistic view of agent performance</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Automatic language identification that supports global languages</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Fully customizable business rules to support quality analysis (including agent scoring)</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Streamlined agent coaching with built-in feedback between QAs and agents</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Smarter and directed sampling of customer calls for auditing</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Key moments identification (jump to relevant points in the call)</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Discover trending topics with Smart Search and word clouds</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Keyword and phrase spotting</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Fully automated AI-driven data redaction at both the audio and transcript level</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Sentiment Analysis - Monitor the voice of the customer (VoC) and voice of the agent</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Sequential analytics (capture a sequence of events for analysis)</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Fully customizable dashboards with drill-down and drill-through capabilities</td>
<td>☑️</td>
<td>☑️</td>
</tr>
</tbody>
</table>
The Uniphore Difference

Analytics that go beyond optimizing the contact center to drive a deeper understanding of your customers’ needs

The analytics from each interaction provides insight beyond optimizing the contact center—they are an untapped resource for understanding the voice of your customer, business performance and missing or new opportunities for product/service innovation. With Uniphore, you can build custom reports specific to the needs of your business. From tracking compliance to analyzing IT help desk tickets to identifying upsell/cross-sell opportunities—the possibilities are endless with U-Analyze.

Testimonial

“Uniphore transformed our quality and compliance efforts, saving our analysts’ time, enabling us to monitor every conversation with investors and improving compliance scores. Better yet, we’re now able to gain actionable insights from the voice of the customer to help us improve the investor engagement and experience.”

Senior Vice President of business solutions and change management for a large international banking group

Platform Partners

![Platform Partners](images)

Evaluating a Speech Analytics Solution?

Check out our Analytics Buyers Guide

www.uniphore.com