4 Advanced Ways to Leverage Speech Analytics in Your Contact Center

AGENT SCORECARD

Increase agent coaching and target opportunities for growth while reducing the burden on quality assurance staff.

PROCESS ADHERENCE

Pinpoint areas to improve contact center operations and monitor regulatory compliance to avoid fines or penalties

SALES EFFECTIVENESS

Analyze sales performance to discover key metrics that drive sales, set agent goals, and develop sales training

VOICE OF THE CUSTOMER

Extract valuable customer feedback about products and services, improve CSAT or NPS scores, and detect causes of customer churn