

SESTEK

Knowvu Analytics Updates


Sentiment Insights: Mastering Conversations Effortlessly

Navigating through your customers' thoughts and emotions during interactions can be challenging. But fear not!



We've got you covered with our **Advanced Sentiment Analysis** filter, with smileys 😊.

This tool effortlessly helps you track and understand the emotional tone of your conversations. With real-time insights on metrics like **Agreement Status, Customer Sentiment, and Sentiment Trend**, you can swiftly gauge the trajectory of your customer interactions.



Jane Evelyn Jones
Default Department

CONVERSATION
233959

EXTERNAL ID
ahRzfm11c3RlcmktaGL...

CONVERSATION TIME
26/01/2025 20:09:54

DURATION
01 m 22 s

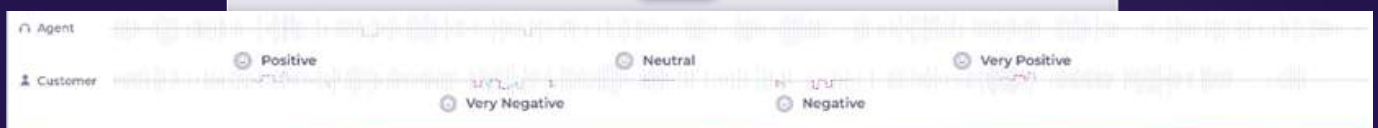
CALLER
20221110-1-1

CALLED
20221110-2-1

CHANNEL
Voice

SOURCE
Lorem Ipsum

The screenshot displays the Knowvu Analytics dashboard. At the top, there are navigation tabs for 'Analytics', 'AGM', 'ETC', 'Premium Reports', and 'Administration'. Below this, a conversation transcript is visible, showing a customer's message: "Scheduling a doctor's appointment. The customer calls to schedule an appointment for a doctor's visit and mentions not having any previous medical issues. The doctor's medical history, current medications, and past procedures are being reviewed for the visit. The customer expresses a desire to book a walk-in appointment." The transcript also shows the agent's response: "Hi! Just if I just make sure people who have more stress and busy and have to handle things and without getting the agent." Below the transcript, there are several sentiment analysis results, each with a smiley face icon and a percentage value. At the bottom of the interface, there is a sentiment trend bar with a scale from 'Very Negative' to 'Very Positive'.



Statistical Comparison Analytics Root Cause Analysis Statistical Comparison

Phrase Acoustic Sentiment Category

Sentiment parameter	1st group average/rate	2nd group average/rate
Customer		
Customer sentiment	-0.13	-0.29
Very negative	40.00 %	25.00 %
Negative	8.00 %	25.00 %
Neutral	26.00 %	50.00 %
Positive	20.00 %	25.00 %
Very positive	6.00 %	8.00 %
Agreement status		
Disagreed	54.00 %	50.00 %
Unknown	4.00 %	50.00 %
Agreed	42.00 %	40.00 %
Sentiment trend		
Worsening	8.00 %	8.00 %
Stable	70.00 %	100.00 %
Improving	22.00 %	25.00 %

Analyze and Compare with Precision

Unlock the key to enhancing customer satisfaction and loyalty with our comprehensive sentiment analysis tools. Our Statistical Analysis and Comparison pages offer deep insights into conversation dynamics, empowering you to make informed decisions driven by data. Dive into conversation groups to uncover valuable insights, evaluating sentiment trends and understanding customer emotions, ensuring your business stays ahead of the competition.

Summarize with AI

Sick of spending ages going through lengthy conversations?

Rewards Program Information

The customer is confused about their credit card rewards program and wants to understand how to use their accumulated points. The agent helps the customer navigate the rewards program, explaining that points can be redeemed for travel, merchandise, gift cards, or cash back. The agent also informs the customer about promotions available, enrolling them in a dining purchase bonus offer.

Customer: A transaction of 1000 USD was made on my card that I didn't make.

Customer: It took place on 30th March 2024.

Agent: Thank you for calling, how can I assist you?

Agent: When did the transaction take place?

Agent: Oh, I'm looking into it.

Imagine having thousands of calls to go through... From now on, say goodbye to tedious conversation transcripts! With our Generate Summary tool powered by OpenAI, understanding conversation insights has never been simpler. Quickly grasp key takeaways and optimize your strategies for enhanced customer engagement.

Get ready to streamline your workflow and boost customer satisfaction!