UNDERSTAND TRIGGERS BEHIND CUSTOMER BEHAVIORS

CHALLENGE

Customer-agent interactions provide invaluable insights into customer issues, behavioral trends, and agent performance. However, manual analysis can only focus on a fraction of interactions, and it is far from providing accurate and comprehensive results for decision-makers.

SOLUTION

Knovvu Analytics offer the most effective way to leverage customer interaction data. The solution analyzes 100% of all customer engagements using advanced speech recognition (SR) technology. Through detailed analysis of the conversations, organizations discover actionable insights for improving the customer experience.

Webhelp

"Customer calls hold important insights. Creating the right action plan through them, require objective analysis. Speech Analytics technology allows us to pinpoint areas that need improvement. And this has a direct influence on customer experience."

— CEO, Webhelp

BENEFITS

PINPOINT ROOT CAUSES

Using statistical comparison tool, granular differences between top-performing agents and others can be identified instantly.

ELEVATE QUALITY MANAGEMENT

Script adherence, acoustic indicators and sentimental features can be monitored automatically.

ACT IN REAL TIME

Knovvu Analytics present real-time sentiment analysis, real-time notifications to supervisors and real-time triggers for API actions.

WEBHELP INCREASES CALL QUALITY WITH SPEECH ANALYTICS

Using Speech Analytics technology, Webhelp was able to monitor and analyze 100% of all calls and gained actionable insights to train agents for better customer experiences.

100%
Customer-agent interactions
monitored

86%
Agent interruption rates
decreased

7%
Call quality score
increased

FEATURES

Market-leading Accuracy

The underlying Speech Recognition (SR) technology is vital for successfully implementing interaction analytics projects. Our market-leading accuracy rate of >97% ensures this success.
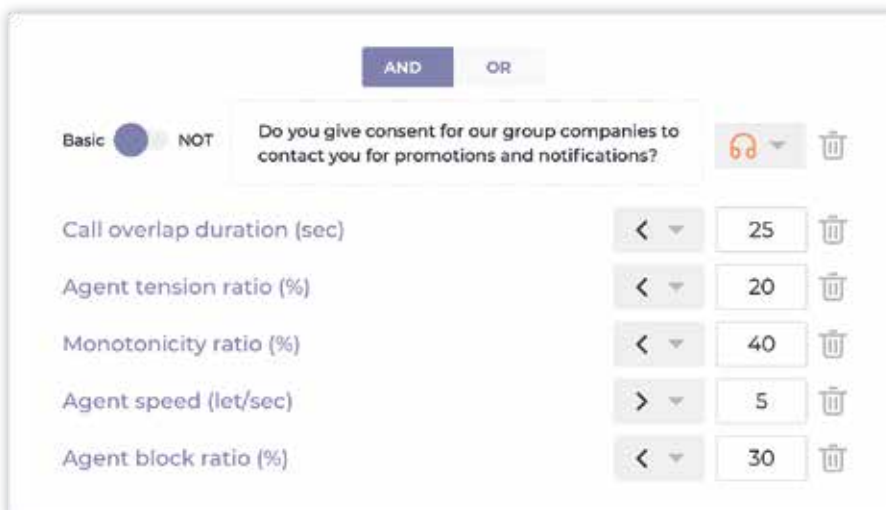
Automated Quality Management (AQM)

Over 20 acoustic, emotion, and sentimental parameters obtained from calls are used to define the new market standards of the analytic-driven quality management.

One Product, Multiple Teams

Knovvu Analytics support multi-tenancy for different business units. This means single implementation for separate operations run by separate teams.

Taking Action in Real Time

Real time analytics improve the quality of interactions across channels and gives agents the answers and guidance they need to drive positive outcomes.

	AND	OR
Basic ● NOT	Do you give consent for our group companies to contact you for promotions and notifications?	🎧 ▾ 🗑
Call overlap duration (sec)	‹ ▾	25 🗑
Agent tension ratio (%)	‹ ▾	20 🗑
Monotonicity ratio (%)	‹ ▾	40 🗑
Agent speed (let/sec)	› ▾	5 🗑
Agent block ratio (%)	‹ ▾	30 🗑

Automated Quality Management

Script adherence, acoustic indicators and sentimental features can be measured and scored objectively.