

DRIVING CALL CENTER EXCELLENCE WITH SPEECH ANALYTICS SOFTWARE



MONITOR EVERY INTERACTION

Ensure 100% call monitoring with automation to minimize risk, ensure compliance and maximize the value of customer interactions.



Know **WHY** customers are calling

Mine large volumes of audio calls to gain deep insight into customer interactions and call center operations. Find underlying root causes for repeat customer calls.

QUICKLY FIND DISGRUNTLED CUSTOMERS



Analyze speakers' voices and recognize emotions by identifying variations in tone and pitch.

Increase sales revenue

Boost upsell and cross-sell sales revenue by zeroing-in on how customers respond to sales scripts, messaging and marketing campaigns.



INCREASE CUSTOMER LOYALTY

Identify why customers are leaving and tweak service operations to keep them coming back as loyal customers.



Improve agent performance



Track agent performance with the phonetic audio search engine so high performers can be rewarded and training requirements can be prioritized for lower performing agents.

MEASURE IMPROVEMENTS

Create KPIs associated with key words and phrases so you can improve operations and increase the overall customer experience.



Stay compliant with internal and external regulations

Quickly find calls that contain forbidden phrases and triggers for quality control and compliance.



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