Start with the Caller

Can we...

» Eliminate The Caller’s Need To Contact Us?

» Satisfy The Need In Another Channel?

» Take Less Time From The Caller’s Day?

» Improve The Caller’s Satisfaction With The Call?
Optimize End-To-End Call Processes

- Two ways to reduce call volume
  » Proactively address caller’s need
  » Reduce unserved & unresolved calls
- One way to measurably improve satisfaction
  » Find systemic dis-satisfiers in the entire experience
- Any time savings anywhere in the call = cost savings
- Success patterns show how to increase sales
Fragmented Data In Most Centers

- Existing data is required to manage each resource
- But can’t be effectively aggregated to:
  - Manage end-to-end customer experience
  - Identify cost-saving process improvements
Caller Experience Analytics

Network Recording
Event Detection
Speech Reco
Analytic Models
MultiDim DB
Web Application

End-to-End Recordings

Manager’s Dashboard

Analyst’s Workbench

Caller Need
Dials
Transfer
Transfer
Caller Hangs-Up

IVR
Queue
Agent
Queue
Agent

BBN TECHNOLOGIES
AVOKE
Data Center

a history of innovation
a future of more
Demonstration

**Dashboards**
- Volume Trends
- How Calls Are Served
- Total Caller Invested Time
- Self-Serve Success Rates
- How Calls Are Resolved

**Analysis Workbench**
- Interactive Data Exploration
- Simple Point & Click Filters
- Call Metadata & Metrics
- Rule-Driven Categories
- Search Full Text Of Entire Call
- Multiple Chart Types & Call List
- Data Exports

**Drill-Down & Listen**
- Listen To Calls Of Interest
- Learn Callers Intent From Entire Call
- Event View & Full Text
- Annotate Call With Observations
- Download Audio For Training
- Send URL To Share Findings
AVOKE Caller Experience Analytics

Breakthrough Caller Experience Analytics

- The Only True End-to-End Solution
  *From dialing to termination*
- Multiple Techniques To Extract Understanding
  *Prompt and speech recognition, telephony data, and human annotation*
- Real-Time Data-Driven Insights
  *With drill-down to listen for root cause*
- Zero Integration
  *No on-site hardware or software*

To Manage & Optimize Contact Processes

- Improve Operational Visibility
- Reduce Agent Time by 10-20+% 
- Boost First Call Resolution
- Eliminate Customer Dis-Satisfiers