



CALL MINER

SPEECH ANALYTICS



SPEECH ANALYTICS

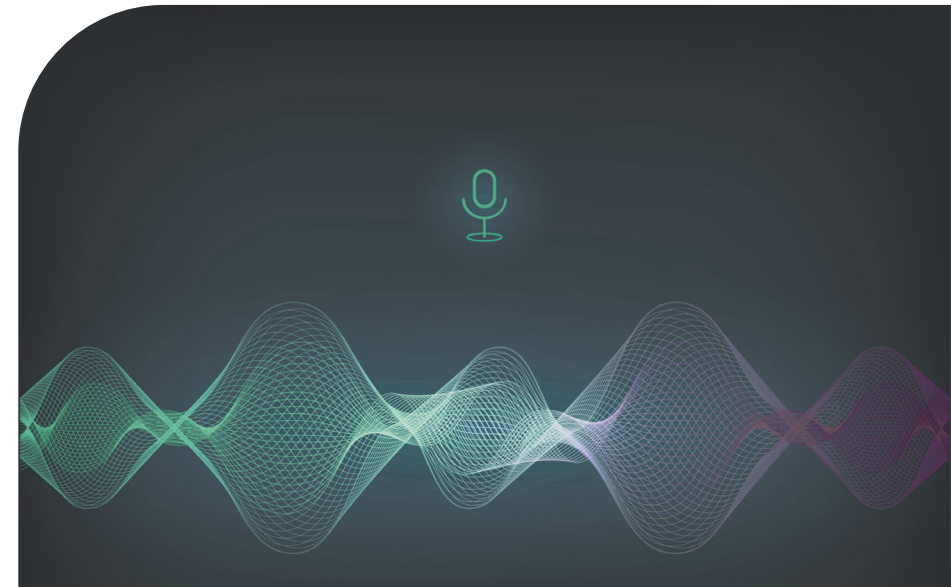
POWERED BY CALLMINER - THE ULTIMATE SOLUTION FOR UNDERSTANDING WHAT IS HAPPENING IN THE CONTACT CENTRE AND THE CUSTOMER EXPERIENCE

Dramatically improve the quality of the conversations with your customers by educating the contact centre agents on the very best practices delivering a truly spectacular return on investment.

Having simple and suitable communications with customers is key to business success. Whether they have a question about your products, need help finding a service or making a purchase, the Contact Centre agent conversation is of paramount importance.

Having the capability to analyse each call for quality and education provides Contact Centre Management unparalleled insight into the business.

IPI Speech Analytics by CallMiner provides a cost-effective way to gain insights into customer interactions across all communications channels. Whether your customers are contacting you via telephone, email, SMS, webchat, or social media, our omni-channel Contact Analytics solution provides valuable interaction information.



BENEFITS:

- ◆ Improve Contact Centre efficiency resulting in an average call time reduction of at least 80 seconds
- ◆ Improve customer experience with a 26% increase in overall customer satisfaction
- ◆ Increase sales/revenue collection by 30%
- ◆ Reduce risk with up to 32% less customer complaints

AUTOMATE AGENT PERFORMANCE MANAGEMENT AND REDUCE THE OVERALL COST PER CALL BY UP TO 30%

IPI Speech Analytics also enables organisations to gather root-cause evidence, such as emotionally charged audio data, to highlight and quantify insight invaluable for targeting where the Customer Experience needs to be improved.

WORKS OUT OF THE BOX

IPI Speech Analytics powered by CallMiner starts to work immediately. No need for lengthy setup or lots of detailed knowledge or experience – analysis of calls begins as soon as installation is done, with results on popular search categories being available quickly, based on years of product development and industry leading knowledge. IPI consultants will also efficiently guide you to create categories specific to your business, helping to identify problem calls or trends, fast. Get valuable knowledge for your business and resolve issues, faster and smarter than ever before.

ANALYSE MANY MORE CALLS

With IPI Speech Analytics from CallMiner, it's now possible to analyse many more calls – up to 100% of all calls managed by your Contact Centre! No need to review lots of calls to find specific call types or issues – CallMiner can search them out for you – and with alert functions, CallMiner can even tell you, automatically, if a particular type of call has been received or words have been used. Take the pressure out of call analysis and know that quality and legal practices are being maintained, by running simple reports. The best part – the analysis never stops.

IDENTIFY ROOT CAUSES

Experiencing high customer churn? Customers leaving your business or making regular complaints? With IPI Speech Analytics powered by CallMiner, you can now identify reasons for customer dissatisfaction and act quickly to prevent them going to your competition. Near Real Time analytics allows your Contact Centre to see, efficiently, where customer complaints are made, allowing you to proactively resolve them and keep your customer delighted. Protect your bottom line, protect your customers and your agents by identifying and quickly resolving issues before they escalate.

GET TO WORK IMMEDIATELY AND EFFICIENTLY

Today's Contact Centres are under constant pressure to improve service to customers. IPI CallMiner doesn't need lots of configuration – it gets to work as soon as it has been installed. A wide range of language 'packs', which provide a plethora of standard terms for your business, are included, to allow immediate access to issues raised by your customers. IPI CallMiner won't take months to integrate – understand your customer concerns sooner, and act quicker.

UNDERSTAND YOUR CUSTOMERS

CONTACT OUR EXCEPTIONAL TEAM

Our team of experts are problem solvers and opportunity spotters. They'll understand the true nature of your operation and will be invaluable in delivering a wide range of innovative ideas and opportunities to optimise your contact centre.



Improve

Efficiency and customer experience



Cost-effective

Reduce operational costs



Customer-focused

Process and solution



Actionable Insights

Immediately recognised

GET IN TOUCH



IP Integration Ltd
Integration House
Turnhams Green
Business Park
Pincents Lane
Reading, Berkshire
RG31 4UH



0118 918 4600



enquiries@ipintegration.com



www.ipintegration.com

