Convert customer conversations into sales and **positive customer experience**

With automated analysis, save time with quick customizable metrics for analysis to improve customer experience across Voice, Chat and Email.

We can help you sell more and understand customers better by extracting meaning and value from your customer conversations. Using your data securely, we mine customer conversations. We apply smart analytics, enabled by Artificial Intelligence, to analyze and audit calls automatically.
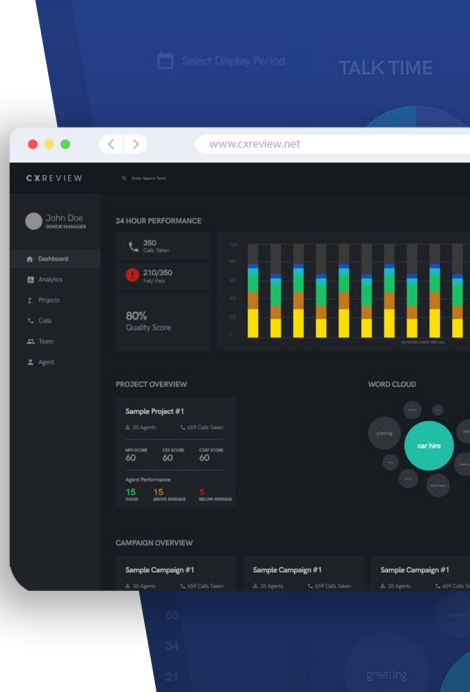
What is the process?

Step 1

Improve your service efficiency and chances of sales success. Identify the reason for a call, push possible resolutions and add-ons to an agent in real time. Receive alerts on errors, key customer issues and measure agent performance. Identify hot leads, priority follow-ups and capture missed call-backs. Spot reasons for call surges and trends.

Step 2

Uncover the prevailing sentiment in your customers and front-end staff and learn how they behave in real time. Gain unprompted, content-rich and honest feedback, eliminating the need for surveys. Discover sentiment associated keywords and drill down into calls, where the associated sentiment is tagged as voice and text.

Step 3

Gather customer feedback from cross-channel sources for keyword spotting, sentiment analysis, trending data and competitor analysis. We analyse all key communication channels including voice, email, chat, social media, customer review sites and forums.

Step 4

Gain a comprehensive overview of call centre operations with an easy to use interface. Feedback continuously feeds into the system and upgrades. Our secure data integrates into your CRM systems.

Step 5

A customer call is a key touchpoint where you have the customer's undivided attention. We can help you develop better customer engagement to deliver the right kind of service call and better sales techniques for your agents.

TALK TIME

23%

SENTIMENT

75

WORD CLOUD

greeting

How does it work?

Your customer strategy will continue to evolve with a more personalized approach. Deep data insights will yield new intellectual property in customer management.

With VeriCall you will have tools to build your IP in the knowledge that your customer data is secure.

To get you started with valuable capabilities, VeriCall will support you with CX knowledge tools and the ability to drill down to the individual sentence level.

Sentiment

Sentiment analysis is key to providing actionable insights. VeriCall presents analytics down to individual conversations.

- **Was the customer happier after the conversation?**
- **Who in you team is better at managing different customer queries?**
- **Are you customers happier with you over time?**
- **How does customer satisfaction compare between different teams and projects?**

Vulnerability - Pressure is growing from regulators for businesses to identify the signs of vulnerability and support these customers appropriately. The VeriCall Vulnerability Index (VI) assesses every conversation for signs of vulnerability. We understand that you may have business specific measures. VeriCall allows you to create your own custom VI to support KPIs.

Personal and financial information (redaction) - In today's business environment, regulations force providers to protect financially sensitive information from recordings. Historical data may contain customer conversations with sensitive financial and personal information.

- VeriCall automatically removes financial and other personally identifiable in formation (PII) information from your recordings and transcriptions.
- Choose to suppress personal information

Signal analysis - Understanding the customer's emotional state is critical to managing outcomes. The tone of a conversation provides valuable insight to state-of-mind. Machines are a long way from developing these senses.

While VeriCall cannot replicate human perceptions, we can provide valuable signals that will help you understand the customer mood.

- Tone, slow/deliberate to fast/urgent WPS, Speaking rate
- Volume, Emphasis to loud to whisper
- WPS, Speaking rate
- Interactivity, between the customer and the advisor

Conversational data for your needs

VeriCall operates with the user in mind. The wealth of information provided by conversation analysis is delivered in a format that is useful and easy to understand.

VeriCall delivers a totally customized platform that serves a variety of stakeholders in the organization:

- **Product Manager -** Interested in product sales, problems, customer acceptance

- **Sales -** Successful sales messages, barriers to sales

- **Marketing -** Competitors, effectiveness of promotion/messaging, pricing, customer profiling

Become proactive

VeriCall allows practitioners to takes positive action to improve the quality of service. Consider:

- See good performance from bad
- Team performance on quality of service, advisor trends, behaviors
- Call Center management
- Quality of service trends, success/reasons, failures/reasons

Languages Supported

Arabic	Finnish	Latvian	Russian
Bulgarian	French	Lithuanian	Slovak
Catalan	German	Mandarin	Slovenian
Croatian	Greek	Malay	Spanish
Czech	Hindi	Norwegian	Swedish
Danish	Hungarian	Polish	Turkish
Dutch	Japanese	Portuguese	
English	Korean	Romanian	

VeriCall

Please **contact us** to see a **full demonstration** and learn how we can help you take your **customer experience** to the **next level.**