

Alvaria Quality Analytics™

Most consumers and enterprises would agree that the importance of a great customer experience has never been higher. Study after study shows that contact centres are re-prioritising WEM objectives so that the quality of the customer engagement is well above high agent productivity. But you can't cost-effectively monitor all voice interactions in the contact centre using traditional quality management techniques to ensure high quality across the board.

That's why many progressive contact centres are adopting effective speech analytics technologies such as Alvaria Quality Analytics. With Alvaria Quality Analytics, you really can monitor 100% of the voice calls into and out of your contact centre, categorise these calls for easy review later, and even do ad hoc searches for words or phrases that may be indicators of a poor experience, operational problem, compliance risk or other issue. This Alvaria solution can change the fundamental dynamics of your quality monitoring process and allow you set the quality bar much higher than it has ever been before.

KEY DIFFERENTIATORS

Uses the Same Modern Icon/Widget-based Interface as other WEM Components

With a consistent UI across the WEM portfolio, Alvaria Quality Analytics is much easier to learn and use

Powerful LVCSR Technology

Enjoy the advantages of LVCSR such as full transcripts and natural language searches with phonetic matching

Combined Quality Management and Speech Analytics

Combines QM and Speech Analytics for a highly intelligent QM process

Ad Hoc Searches on Voice Interactions

Target key words and phrases for research to rapidly uncover quality and operational issues

Standard Integration with Alvaria Performance™

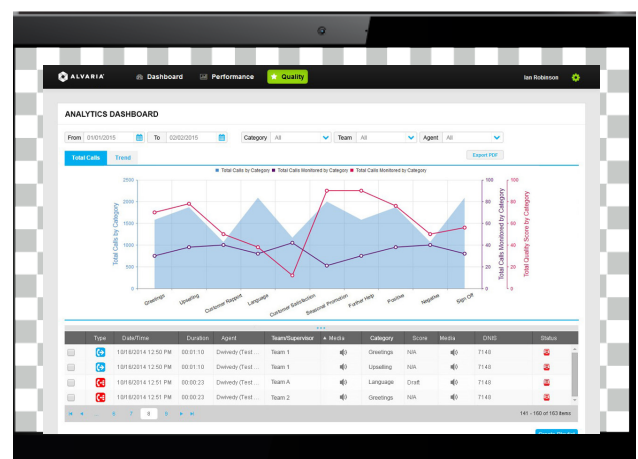
Speech analytics results can be flexibly viewed and analysed in Alvaria Performance

Insight into 100% of Your Recordings

Get complete control of all your unstructured interaction data

Interaction Categorisations

Market-tested out-of-the-box categorisations or custom categorisations



KEY COMPONENTS

Quickly See Important Trends with Analytics Dashboard

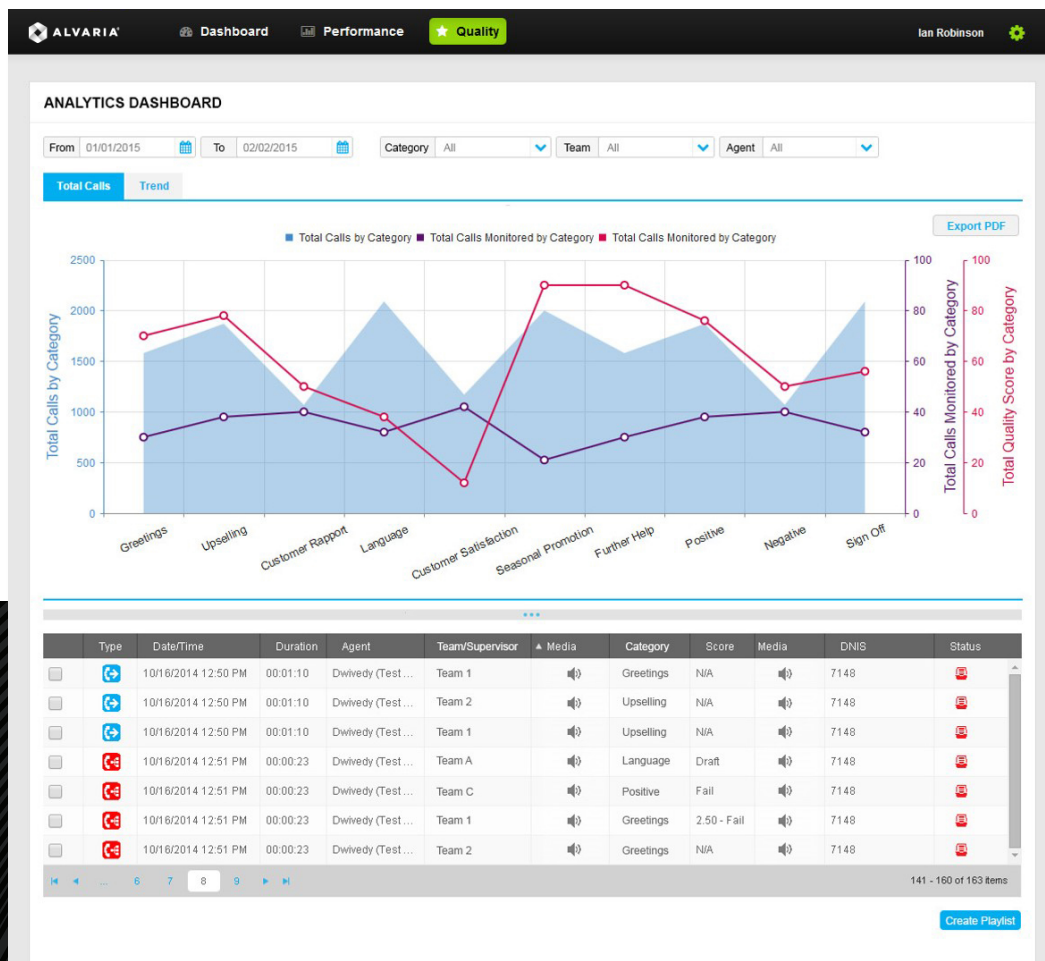
Alvaria Quality Analytics™ uses a highly graphical dashboard (example shown below) that allows users to quickly evaluate interactions based on analytics data by creating a play-list of important recordings. Users can filter by date, category, teams and individual agent. You can gain powerful insights into systemic operational issues by aggregating the speech analytics results across enterprise-wide recordings. Users can also compare recordings by category with quality score and evaluated recordings to provide insight into quality management needs.

Alvaria Quality Analytics Search

The intuitive user interface makes adding key words and phrases to dynamic search parameters a snap. Interactions with the specified key words and phrases are filtered in the search results. Also, users can easily determine which search terms were identified in each interaction, so creating a target play-list is very simple and searches can be easily saved and shared with others.

LVCSR – The Best Search Technology

Although phonetic matching is an essential part of the speech recognition process, Alvaria Quality Analytics uses LVCSR (Large Vocabulary Continuous Speech Recognition) search technology to ensure the fastest and most accurate searches possible. This is the same technology used by leaders in the speech recognition field including Apple (Siri), Google, Nuance, IBM, AT&T, Microsoft and many others. Some speech analytics providers use “phonetic” search engines, which accomplish searches by indexing phonetic sounds rather than words. They have the advantage of not requiring a large dictionary that converts phonetic sounds to words, but for contact centre applications, LVCSR (sometimes called “speech-to-text”) is by far the most popular for a number of reasons.



LVCSR has the significant advantage of being able to use statistical methods to confirm the likelihood of the textual interpretation of a sequence of sounds as being correct by looking at the words in near proximity to eliminate the ambiguity. For instance, “The son is shining brightly” can quickly be corrected to “The sun is shining brightly” by the context. This important form of speech-to-text disambiguation significantly reduces the many false positive results that are characteristic of phonetic search techniques, so your searches are more accurate. Also, the search time for LVCSR is much faster, which of course is a significant advantage for a contact centre analyst and allows the search engine to cull through a larger number of calls in a shorter period of time, so business issues can be surfaced more quickly. Further, the storage requirements for LVCSR are on the order of 30 times smaller than with phonetics

Speech Analytics Playback and Evaluate

With Alvaria Quality Analytics™ Playback and Evaluate, you can easily view the key words and phrases that were identified during the recorded interaction. The user can quickly jump to those key words and phrases to review them using the speech tab. Related interactions will also include colour chips for any terms and phrases searched for easy review of the customer journey. And it can all be done within the same Alvaria Quality evaluation interface.

SPEECH ANALYTICS ENABLES YOU TO:

- Identify spoken words or phrases that are critical to business success
- Spot spoken key words or phrases on recorded speech
- Identify dissatisfaction in customer voices
- Target quality assessments based on business drivers and concepts captured within the calls
- Leverage 100% of your recordings as part of your quality management initiatives
- Monitor customer service quality without listening to hours and hours of recordings

About Alvaria™

Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

