IMPACT360®

Speech Analytics

- Gain insight from recorded calls to help you improve products, processes, competitive advantage, and the overall customer experience.

- Categorize and analyze call content automatically to tell you why customers call, reveal the root cause of customer perceptions and high call volumes, and identify competitive threats and opportunities.

- Surface trends that might otherwise go undetected without listening to thousands of calls.

- Share high-value intelligence across the enterprise with automated workflow tools.

- Benefit from a lower total cost of ownership, increased security, greater return on investment, and other advantages from a solution that's part of the unified Impact 360® Workforce Optimization suite.

Impact 360 Speech Analytics can automatically analyze and categorize calls based on how customers express themselves, helping reveal critical information that you might not otherwise know.

GAIN INSIGHT AND COMPETITIVE ADVANTAGE FROM RECORDED CALLS

Competitive advantage often depends on anticipating market needs faster and more visibly than your competitors. And nothing can tell you more about your business than the voice of your customers.

Although your contact center records customer conversations, the sheer number of recordings can quickly exceed your ability to review and analyze them. As a result, valuable intelligence can go unheard, and your business may forfeit opportunities that can make a real difference to your customers — and your bottom line.

Verint® Witness Actionable Solutions™ can help. Our **Impact 360 Speech Analytics** solution can provide insight and actionable intelligence from thousands — even millions —

of customer calls. Used in combination with our **Impact 360 Workforce Optimization, Impact 360 Quality Monitoring,** and **Impact 360 Recording** solution packages, Impact 360 Speech Analytics can mine recorded customer interactions to surface the intelligence essential for building effective customer strategies. It can help you pinpoint trends and opportunities, identify strengths and weaknesses with processes and products, and understand how your offerings are perceived by the marketplace.

With Impact 360 Speech Analytics, you can turn captured interactions into actionable intelligence for your entire enterprise.

SEARCH, CATEGORIZE, ANALYZE, AND ACT ON CAPTURED INFORMATION

Using patented audio indexing and categorization technologies, Impact 360 Speech Analytics creates a Complete Semantic Index™ of your contact center interactions. You can search for an unlimited number of terms by keyword, phrase, or business categories — even zero in on emotional calls. Flexible search capabilities make it easy to find relevant calls quickly.

Unlike other speech analytics solutions, Impact 360 Speech Analytics can process, retain, and mine the entire content of calls, not just the keywords and phrases you've specified. Its self-learning Category Wizard™ can automatically analyze and categorize calls based on how customers express themselves. As a result, the solution can reveal critical information that you might not otherwise know, such as repeated references to a competitor's offering, or a pattern of customer dissatisfaction with a particular product or service. This can provide a powerful competitive advantage — as well as the opportunity to correct process or service issues before they escalate.

Act, Use, and Benefit from Captured Information

Impact 360 Speech Analytics can search unstructured audio data as well as structured call and customer information, such as CTI-tagged data, agent name, customer segmentation, and desktop application data. It returns a list of contacts in order of relevance, with a high degree of accuracy. This feature can help you evaluate interactions, mine data — even drill down to specific calls and sets of calls.

USE CAPTURED INFORMATION FOR ENTERPRISE DECISION MAKING

To facilitate searches, Impact 360 Speech Analytics enables users to save their unique search parameters in folders that can be accessed easily on a personalized home page. This is particularly useful in an enterprise deployment, since different areas of the organization — such as contact center quality teams, marketing staff, and executives — can have varying areas of interest. The solution can categorize the entire call content accurately, including accents, dialects, and slang, and be customized easily to accommodate specialized words, such as technical or industry terminology. Its TellMeWhy™ functionality can help users quickly identify potential underlying root causes for specific calls. A rich set of report templates, clickable charts, and visual call mapping can present captured data in ways that are most meaningful to individual users or teams.

BENEFIT FROM FAST, ACCURATE PROCESSING

Impact 360 Speech Analytics uses proven, advanced speech recognition processing techniques that can deliver accurate results quickly — without the large processing overhead associated with other speech recognition systems. What's more, Impact 360 Speech Analytics makes it easy to create and refine search categories, so you can get started quickly and continually adjust the solution to meet the demands of your business environment.

Better still, Impact 360 Speech Analytics works in concert with Impact 360 Workforce Optimization, Impact 360 Quality Monitoring, and Impact 360 Recording, so you can automatically route contacts of interest to users throughout the enterprise, according to each individual's role and access rights. It's a powerful way to drive real-time market intelligence.

IMPACT 360 SPEECH ANALYTICS — PART OF THE IMPACT 360 WORKFORCE OPTIMIZATION SOLUTION

Impact 360 Speech Analytics is an available component of Impact 360, an analytics-driven workforce optimization suite from Verint Witness Actionable Solutions. Impact 360 brings together quality monitoring, TDM and IP recording, speech and data analytics, workforce management, performance management, eLearning, and customer feedback surveys into a unified solution for analyzing customer interactions, improving workforce performance, and optimizing service processes. With Impact 360, your contact center, branch offices, and back-office operations can capture, share, and act on enterprise information, helping you make better decisions faster — and benefit from a single, coordinated source of support, service, and maintenance.

Receive Guidance from World-class Consultants

Verint Impact Services are services that can help you get the most from your investment. From implementation, customer support, application consulting and training to performance management and business impact consulting, you can be confident that our experienced teams understand your business practices and operations — and are committed to your success.

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions™ is the leader in analytics-driven workforce optimization. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office operations.

Verint. Powering Actionable Intelligence.®

Verint Systems Inc. is a leading provider of actionable intelligence™ solutions for an optimized enterprise and a safer world. More than 10,000 organizations in over 150 countries rely on Verint solutions to perform more effectively, build competitive advantage, and enhance the security of people, facilities, and infrastructure.

info@verint.com
1-800-4VERINT
www.verint.com
330 South Service Road
Melville, NY 11747 USA

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