

Verbal Transactions

Voice Enablement Solutions

For Better Human Connections

What You will Experience





AUTOMATES QA PROCESS

REMOVES BIAS FROM EVALUATION OF CALLS





ACCELERATES RATE IN ADDRESS AGENT EFFECTIVENESS GIVES STRUCTURE TO UNSTRUCTURED RECORDED CALLS

Transforming Scores to Insights AI/HI API Call Ingestion: AI or HI Input as Required **Direct API/SFTP Data Processing** and Mapping Coaching **Recommendations: SAAS** Database Insights for Improvement •Training Needs Analysis and AWS **Quality Matters** Identification **Client Process Recommendations: Structured Data** •VOC Analysis **Converted into** •Customer Sentiment Analysis Actionable Customer Satisfaction Drivers Insights for Strategic Decisions Insights/Reports

Example of Key KPI & Revenue Impact

Results







The **2%** increase in conversion resulted in more than \$542K in incremental revenue and is about a 2000 basis point improvement



Contact us for free demo



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