

Four ways to improve your contact center effectiveness with **Speech Analytics**

Process compliance

Process adherence can be automatically monitored



Workforce optimization

Improve customer service quality and agent performance



Revenue generation

Cross-selling and up-selling is enabled



Reduced risk of fraud

Mis-selling can be spotted through phrases



In contact centers, whether large or small, the sheer number of recorded interactions makes analyzing captured conversations too difficult a task.

Voice Intelligence, Allsec's speech analytics solution, helps contact centers extract deep-insights in call characteristics, enabling them to drive performance enhancements, productivity optimizations to their processes, as well as identify cross-selling and up-selling opportunities. With Voice Intelligence, contact centers are now able to:

- Mine audio data with over 95% accuracy, in 25+ languages and 100+ dialects
- Transcribe customer interactions in real-time
- Analyze customer sentiment in real-time across all calls
- Conduct real-time Agent performance scoring based on in-call quality
- Configure unique business requirements suited to their needs easily

Key Features:

- 95% Accuracy
- Advanced Noise Reduction and Silence Deduction
- Real-time or Batch-mode deployments
- On-Premise or Cloud based delivery model
- S-a- a-S based managed services business model
- High scalability

“ Voice Intelligence's Audio Mining solution has helped a leading global banker achieve over 80% cost reduction in regulatory compliance for monitoring interactions in the contact center.”

Leading Financial Service provider



About Us

Allsec is a global company with vast expertise in providing business process solutions across various industry verticals. Our solutions are testimony to the fact that we are a highly customer-centric, flexible and transparent service provider. Allsec believes in enhancing our client's business experience by taking process responsibility, improving cost efficiencies, and adding value through continuous process improvements and quality assurances.