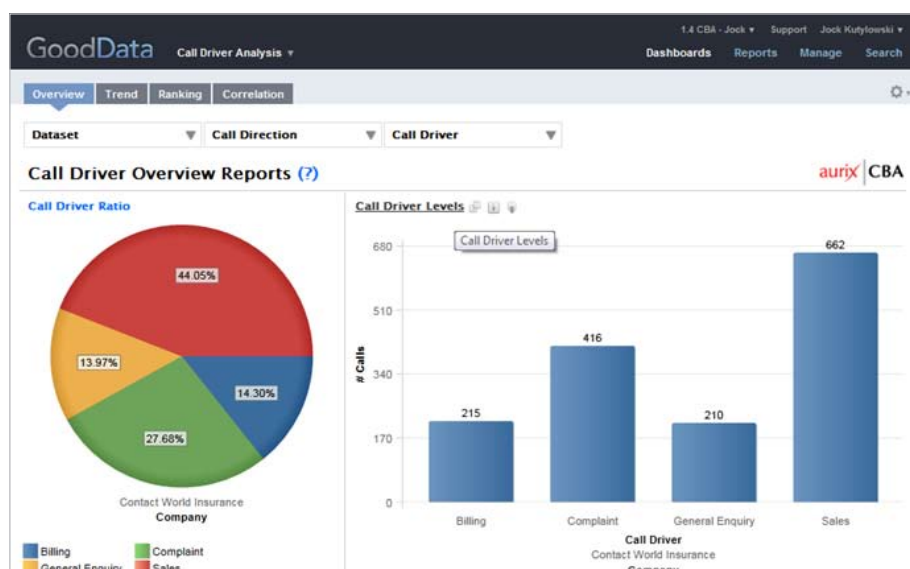


# SPEECH ANALYTICS CLOUD BASED

A revolutionary approach to solving the efficiency, risk and revenue optimisation challenges found in customer contact environments. Harnessing the voice of the customer to provide true insight.

Cloud Based Analytics is designed to deliver the insights needed to meet the challenges faced in customer contact environments. Whenever a telephone interaction is recorded a valuable source of business intelligence is created. This intelligence is only useful if it can be detected, analysed and distributed to those that need it. Scalability, flexibility and reliability are key features of the solution enabling the user to control the cost of implementation and use. It is easily customised to meet the needs of the business and to ensure the highest levels of availability for truly valuable business intelligence on the desktop.



Cloud Based Analyst dashboard - compliance overview reports

# Speech Analytics **Cloud Based**

Using gopher-it™ to process the call recordings, search for key phrases and feed data into the analytics engine provides significant efficiency gains for the user. Insight focused dashboards deliver reports displaying information relevant to the business in terms of operational efficiency, risk management and revenue optimisation, the latter providing customer and market intelligence.

The approach combines the easy to use, powerful features of gopher-it™ with cloud based technology providing an advanced analytics engine and reporting platform. The solution provides out of the box reports for industry standard key performance indicators (KPI's) while offering an easy to use report creation and customisation interface, so you can quickly build the reports you really need.

## Key Benefits

Delivers focused business intelligence from call recordings across the organisation.

Targets the key areas of customer contact improvement; operational efficiency, risk management and revenue optimisation.

Out of the box reports allow for a fast start-up, minimising the deployment time and cost.

SaaS based analytics and reporting enables users to be added and removed as required.

## Features

Easy to use desktop application for audio search and review. Providing advanced features such as tagging and dataset filtering.

Supports industry-standard audio formats, including; G711, GSM6.10, MP3 & WMA.

No restrictions on the terms used for search. Places, people, products, brands and jargon are all useable search terms.

Automated upload of search and discovery results to the analytics engine and reports.

Cloud based analytics and reporting platform for maximum scalability, flexibility and reliability.

Out of the box reports covering industry standard KPI's including FCR and AHT analysis.

QM / Compliance checking that automatically identifies your best and worst performing customer contact resources.

Interactive analytics enabling you to drill-down from a top level overview, through the team level and down to an agent level analysis.

Easy to use report wizard to customise and create new metrics and reports that can be used to show the data you want to see, the way you want to see it.

## gopher-it™ System Requirements

Windows® XP (SP2) /  
Windows® Vista (SP1)

Windows® Media Player 11

DirectX® 9.0c

Microsoft® .NET Framework 3.5 (SP1)

Adobe® Reader 9.0

Recommended minimum hardware specification: Intel® Core 2 Duo, 2.0GHz, 2GB RAM

## Analytics System Requirements

Internet browser: IE7.0/8.0, Firefox 3.0/3.5/3.6.