



**Industry Award-Winning Innovation**



**No Extra Charges for Essential Functionality**



**Unrivaled Ease of Use**

## A comprehensive and unique quality management tool out of the box

With CallMiner, you will need to integrate the “Eureka Coach” add-on solution to access even basic quality management features like:

- **Automated scorecards**  
The ability to create custom scorecards that are then applied to relevant calls and automatically completed by advanced AI.
- **Call tagging**  
Labeling of specific parts of call audio where you encounter compliance breaches, good practice, or anything you want.
- **Configurable QM workflows**  
Easily configure QM workflows to distribute lists of calls to review to managers’ desktops and link them to the relevant scorecards.
- **In-platform agent-supervisor communication**  
Agents can easily manage QM feedback through a single interface and effectively communicate with supervisors by responding to scores and recordings.
- **eLearning**  
Include synchronized call and screen recordings in the eLibrary, allowing you to use exemplary or outlying calls as training materials to scale best practices.
- **Visualized performance data**  
Integrated QM, customer, and operational data for detailed performance and compliance insights.
- **Synchronized call and screen recordings**  
View call and screen recordings together alongside speaker-separated visualized audio.
- **Keyword modeling**  
Leverage machine learning to efficiently categorize keyword topics, allowing supervisors to effortlessly monitor interactions, identify trends, and track them effectively.

## No extra charges for essential services

Even with the upgraded “Eureka Coach” product, CallMiner still charges extra for key services that come standard with SpeechIQ® with Automated Quality Management, including:

- **Data extraction API setup**  
Allows you to set up your calls to upload automatically for processing, at your chosen frequency.
- **Intraday processing**  
Comes standard with SpeechIQ®, allowing you to search, retrieve, and review calls, and access reports and analytics, intraday.
- **Customized redaction:**  
Our standard offering includes automatic redaction of sensitive customer information from call recordings and transcripts to ensure PCI compliance. We also provide customized redaction for sensitive data outside of PCI or existing packages at no extra cost.
- **Text interaction analysis**  
Unlike CallMiner, which charges for voice or text interaction hour equivalents consumption, SpeechIQ® analyzes your multichannel, text-based interactions alongside your call transcripts at no extra cost.
- **Phonetic Boosting**  
Enhances transcription accuracy by tailoring the language model to your unique business terms, ensuring precise analysis even with industry-specific jargon or uncommon phrases.
- **Reprocessing transcripts**  
Improves the transcription accuracy by correcting errors, including client-specific terms, and improving overall transcript quality, with no extra cost at the user level.
- **Automated scorecards**  
Automatically transcribe, score, and analyze every customer interaction at no additional cost at the user level.

## Faster, easier integration and onboarding

LiveVox SpeechIQ® with Automated Quality Management has been developed with ease of use in mind. It is an incredibly intuitive tool that allows decision-makers and quality managers to get straight to the business of asking questions about their operation. User training can be completed within a couple of hours. CallMiner, on the other hand, requires your staff to go through two full days of training to learn the basic product.

CallMiner recommends data analyst training to maximize your ROI. The company provides a one-week onsite certification course designed for BI analysts. On the other hand, LiveVox SpeechIQ® with Automated Quality Management is user-friendly for anyone in your business that needs access to insights, from agents to quality managers to senior decision-makers. You won't need to spend time and money training, hiring, or assigning an analyst to manage the tool for you.

## Ease of use and speed to insight

LiveVox's SpeechIQ® with Automated Quality Management features a user-friendly, business-focused interface. This allows decision-makers to access game-changing insights effortlessly, without relying on data analysts or waiting for results. SpeechIQ® with Automated Quality Management provides supervisors and quality managers with a comprehensive suite of tools. With over 150 pre-built reports, BI dashboards, scorecards, and lists, it offers quick access to crucial metrics and timely performance data. This empowers them to make informed decisions and drive continuous improvement right from the start. Unlike CallMiner, which is limited to silence, talk over, keyword suggestions, and topic finding, our product offers quicker and more comprehensive insights. Plus, with intraday feedback included as a standard feature, we deliver a faster speed to insight right out of the box.

## A strategic partnership

Because SpeechIQ® with Automated Quality Management is so easy to use, and the data and analytics are managed at our end, the support and consultation that you receive from our team can focus on strategy and supporting your QM process holistically, instead of technical training. This consultation comes at no extra cost to our customers and is provided by experienced contact center strategists.

While CallMiner offers access to a "Customer Success Director," you are far more likely to be leveraging their support to iron out technical issues rather than driving business outcomes, as indicated by the need to have a dedicated CallMiner analyst on your payroll.

LiveVox SpeechIQ® with Automated Quality Management is an industry award-winning solution that closes the loop between speech and multichannel analytics, quality management, and agent performance. We help you to create a positive continuous cycle of performance improvement by:

- Monitoring, analyzing, and scoring **100% of speech and digital interactions** with industry-leading accuracy.
- **Automating QM processes**, gaining insights from 100% of interactions, and freeing up quality managers' time.
- Diving deeper into performance with **robust manual quality management and call scoring capabilities**.
- Implementing targeted, **data-driven eLearning and 1-2-1 coaching** strategies and transforming agent performance.

Our interaction analytics reporting capabilities allow you to easily tap into customer interactions as a potentially transformative source of insight for the business, with features such as:

- **Interaction intents:** Advanced AI will allow you to understand the reason for every inbound customer contact, providing an unrivaled source of insight to improve customer experience and inform marketing and campaign strategies. **ML-Driven Intent Analysis** automatically analyzes conversations, identifies intents, and surfaces them for analysis and action.
- **Real-time sentiment analysis:** Track changes in customer and agent sentiment throughout the conversation to identify sources of friction. Easily review inflection points in customer interactions to pinpoint specific skills gaps for coaching.

The screenshot shows the LiveVox SpeechIQ interface. On the left is a navigation menu with categories: Analytics Dashboard, Quality Management, Search and Score, and Reporting. The main area is titled 'Interaction Review' and shows a call waveform at the top. Below the waveform are tabs for Evaluations, Transcript, Analysis, Information, Metadata, Related Interactions, Interaction Intents, and Agent Asset. A 'Call Summary' section is expanded, showing a text snippet: 'The agent from New York wants to cancel his home warranty because it's too expensive. The last room he removed last year cost \$1254. This year it will cost \$1500. The agent will cancel the contract and send a confirmation to cancel the cancellation.' Below this is a 'General' section with a table of call details:

Account:	SMA123456	Agent:	Ray U19LveVox (RWALDHEM)	Agent UUID:	6b6c9540-6340-4460-9066-2626a3396a
Campaign:	---	Call Center:	SFR-CC	Call Session ID:	LJEEBFTG3F88F3810,111,17
Date:	02/22/2023 1:19 pm	Date Added:	02/22/2023 1:25 pm	Duration:	03:28
Interaction Disposition:	AGENT - Refused to Play	Interaction UUID:	5d85d9a2-3d72-4204-a95c-5e265799e759	Phone:	740-258-4963
		Service:	Designer-Manual		

- **QM reports:** 100% call and interaction scoring. The data can then be accessed and analyzed through our in-platform reporting tools.
- **Conversational analytics:** Easily import your own call metadata into the platform, uncover what is affecting key metrics, and then coach agents with objective, data-driven feedback.
- **Automated alerts:** Get promptly notified of severe incidents, customer dissatisfaction, regulatory breaches, or any critical issue to your business. Alerts can be sent by email, SMS, or in-platform.