



Transform Your Quality Management Approach with Real-Time Data-Fueled Insights

LIVEVOX

Maximize your team’s potential with real-time omnichannel monitoring and analysis for immediate action and results.

Challenges in today’s contact center	SIQ+™ (SpeechIQ Plus) with Quality Management
<p> 98% of interactions go unmonitored leaving companies blind to their customers’ true experiences.</p>	<p> Accurately and objectively monitor, analyze, and score 100% of call, email, SMS, and chat interactions with one intuitive tool.</p>
<p> Manual QM processes are time-consuming and take time away from developing agents.</p>	<p> Free up supervisors’ time with automated workflows that can be customized to surface the key interactions to review.</p>
<p> Limited understanding of friction sources and customer pain points.</p>	<p> Deep dive into emotional triggers and surface critical issues before they escalate with real time sentiment analysis and ML-driven intent analysis.</p>
<p> Low agent engagement resulting from insufficient feedback, coaching, and development.</p>	<p> Engage agents with targeted, data-driven 1-2-1 coaching and eLearning, and track agent progress.</p>

How It Works



Customer Experience

- Understand customer satisfaction like never before with real-time sentiment analysis for every call.
- Unlock the data from all interactions as an unrivaled source of insight to improve your customer experience.
- Identify and surface hidden customer intents to drive strategic decision-making and operational improvements.



Risk Mitigation

- Reduce regulatory risk by recording and analyzing 100% of your interactions for compliance.
- Be alerted promptly to the riskiest conversations with custom notifications.
- Have sensitive data automatically redacted from your call recordings by advanced AI.

Agent Experience

- Provide agents with completely objective and highly detailed performance feedback.
- Leverage omnichannel analytics and QM data for customized coaching and eLearning that elevates agent performance.
- Identify and scale team best practices.
- Provide feedback and coaching in-platform, reducing communication silos.

Ease of Use

- Access all functionality through an easy-to-use interface.
- Little to no training required for you and your team to use the tool effectively.
- Can be set up and ready to use in just a few days.

CASE STUDY:

LiveVox SpeechIQ® in Action:

BPO, THEOFFICEGURUS®, improves client satisfaction, quality assurance, and efficiency.



The Office Gurus is a leading BPO that operates contact centers in El Salvador, Belize, Jamaica, and the USA, with clients in Finance, Healthcare, Education, Energy, and more.

They've leveraged SpeechIQ®'s capabilities in a myriad of ways for this varied client base, from identifying new business opportunities for personal injury firms to driving down average handle times in retail customer care.

"Before SpeechIQ®, our quality assurance strategy was to monitor as many interactions as we could! This past year, we made the concerted effort to dedicate resources in our Quality Assurance department to speech analytics.

"SpeechIQ® allows us to approach our quality assurance in a very targeted fashion and on a broad scale. We have improved efficiency metrics on multiple inbound programs by utilizing SpeechIQ insights to help identify what drives hold time and talk time.

"The automated scorecards have allowed us to feel confident our QA Scores are not skewed due to sample size. It's been a game-changer for us, and certainly, our clients are thankful!"

— Jaimie Bell, VP Client Solutions, The Office Gurus

