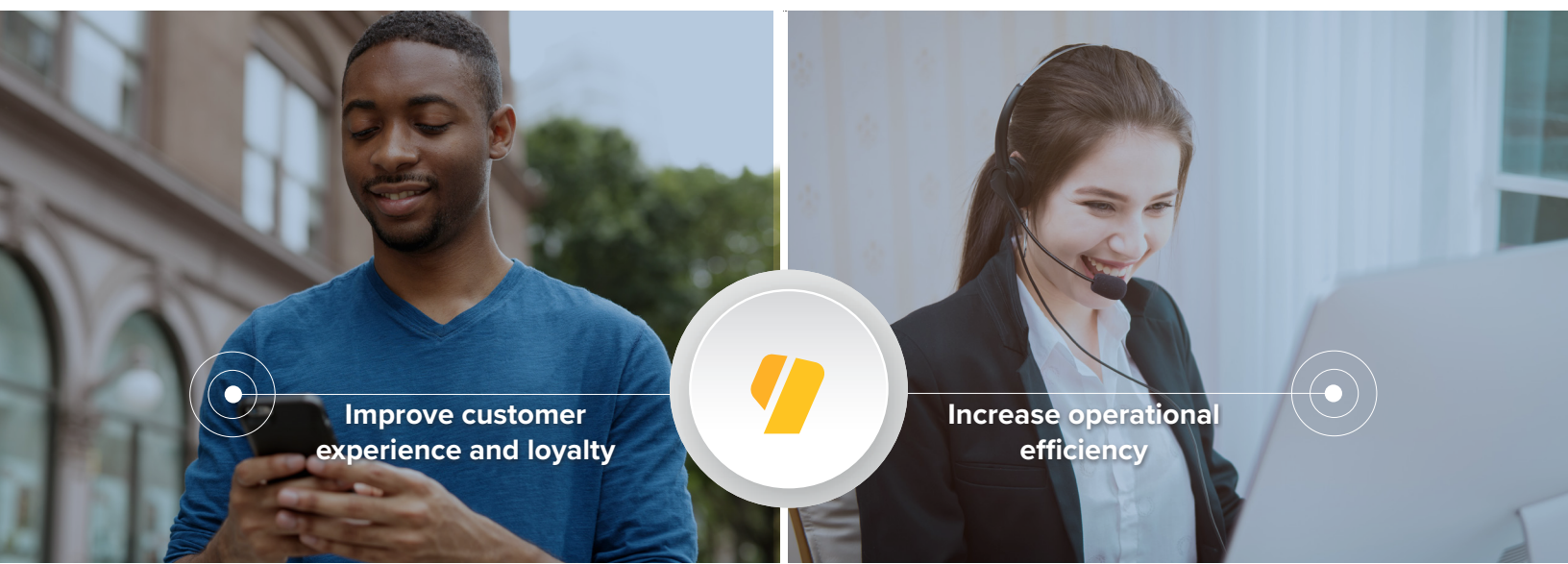


ROI Breakdown

How does SpeechIQ® drive results for your company's bottom line?



Improve customer experience and loyalty

Increase operational efficiency

Traditional quality management processes that involve your personnel manually listening to calls are slow and resource-intensive. They also don't provide the detailed and aggregated insights needed to improve call efficiency, agent performance, and, ultimately, customer experience.

Use SpeechIQ® to exponentially improve the efficiency and effectiveness of your quality management process, and gather insights that will allow you to improve key call metrics and empower your agents to deliver a better customer experience.

Maximize the ROI impact by using increased efficiency to reduce quality management and agent FTE headcount, or, scale and improve your quality management function to drive a better experience for your customers, boosting retention and up-sell efforts.



Increase QM Efficiency

50%

Average quality management FTE reduction

50%

Annual quality management FTE cost reduction



Handle more calls

10%

Silence reduction

3%

Agent FTE reduction

Or

3%

Annual % increase in calls handled



Boost first call resolution

19%

reduction in repeat call volume

2%

reduction in Agent FTE

Or

5.9%

annual increase in one-time calls handled

Contact us today and we can show you what your ROI will look with your data.

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