



Introducing SpeechIQ with Quality Management



201

📞 Total Calls



Industry Trends and Priorities



Quality and Compliance Processes are Inadequate

Manual processes limit managers to reviewing a tiny sample of interactions, in an untargeted way, preventing true understanding of performance.



It's Harder to Maintain an Effective Workforce

The labor market is in flux and will continue to be. Agents have greater choice over where they work and unless they are happy and developing, they will leave.



Agent Engagement is a key priority

As demographics shift and workplace dynamics change, agent engagement has become a key initiative in driving performance and efficiency.



Customers Continue to Expect More

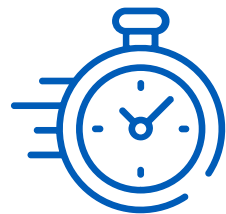
Contact centers are under more pressure to deliver excellence as CX has established itself as the key competitive differentiator.

Agent Engagement and Development is Key to Overcoming Workforce Challenges

A favorable labor market for job seekers, plus the explosion in remote working, means **agents have more choice than ever over where they work.**

To **recruit, engage, and retain professional, high-performing agents** you need to **ensure you are developing agents** through robust assessment and **targeted, data-driven feedback and coaching.**

With the right tools and processes in place:



New agents become experienced agents faster.



Agents succeed, agents grow, agents stay.

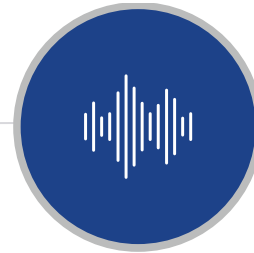
In Contact Centers Today These Processes Are Siloed and, Therefore, Limited

Agent Coaching Engagement



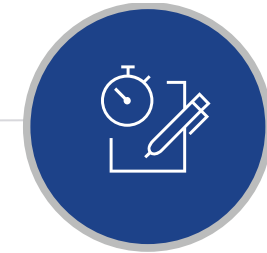
- Agent training is often **one-size fits all and based on limited performance data.**
- Quality Managers often **don't have enough time to deliver one-to-one coaching**

Speech Analytics



- Most speech analytics tools are positioned as transcription or **'mining' systems.**
- They are **built without the agent in mind**
- **They prioritize scale over depth**

Quality Management

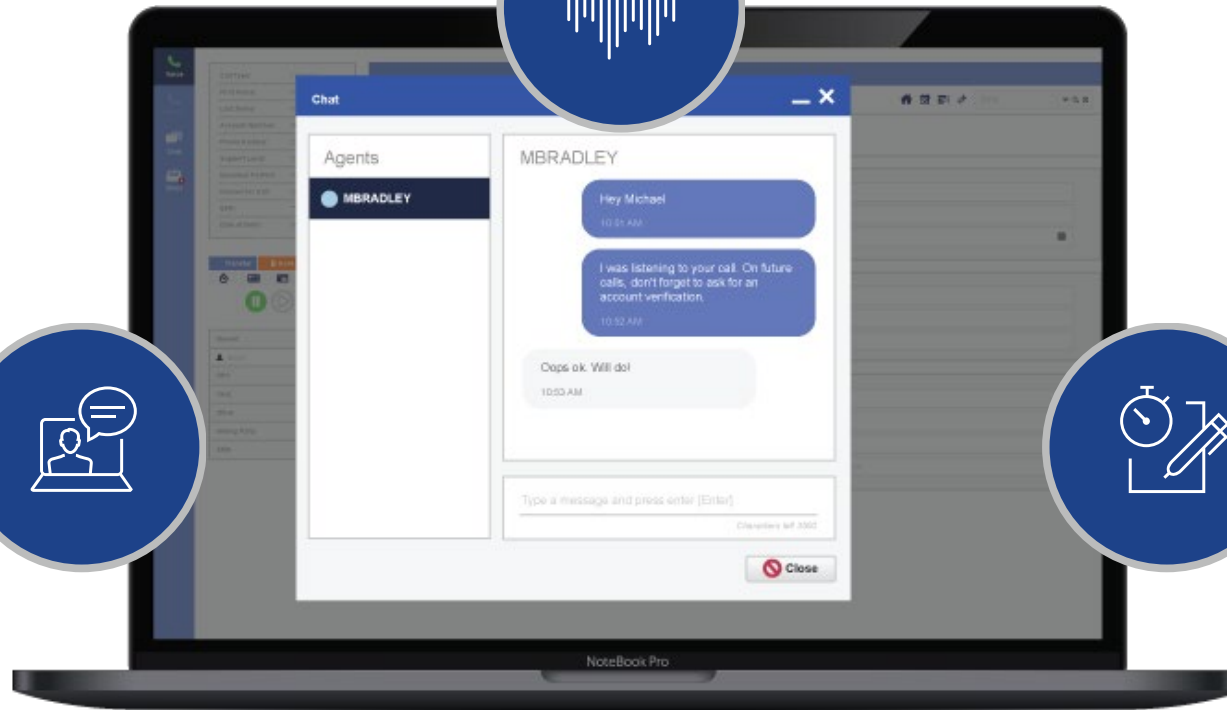


- Legacy quality management processes are **slow and labor intensive.**
- They only **scratch the surface** on performance
- Based on an imperfect, **tiny % sample of interactions**
- **Depth over scale**

At LiveVox We Already Have Applications that Address These Trends and Priorities

Speech Analytics

Agent Coaching & Engagement



Quality Management



But Today, We'll Talk About How We've Brought Them Together Into One Product To Empower a New Agent-Centric Approach to Speech Analytics

Speech Analytics



Agent Coaching & Engagement



Quality Management



And Drive a Cycle of Performance Improvement in Modern Contact Centers



Turning Insights Into Action

“

Interaction recording has become a commodity feature associated with the contact center and CCaaS markets.

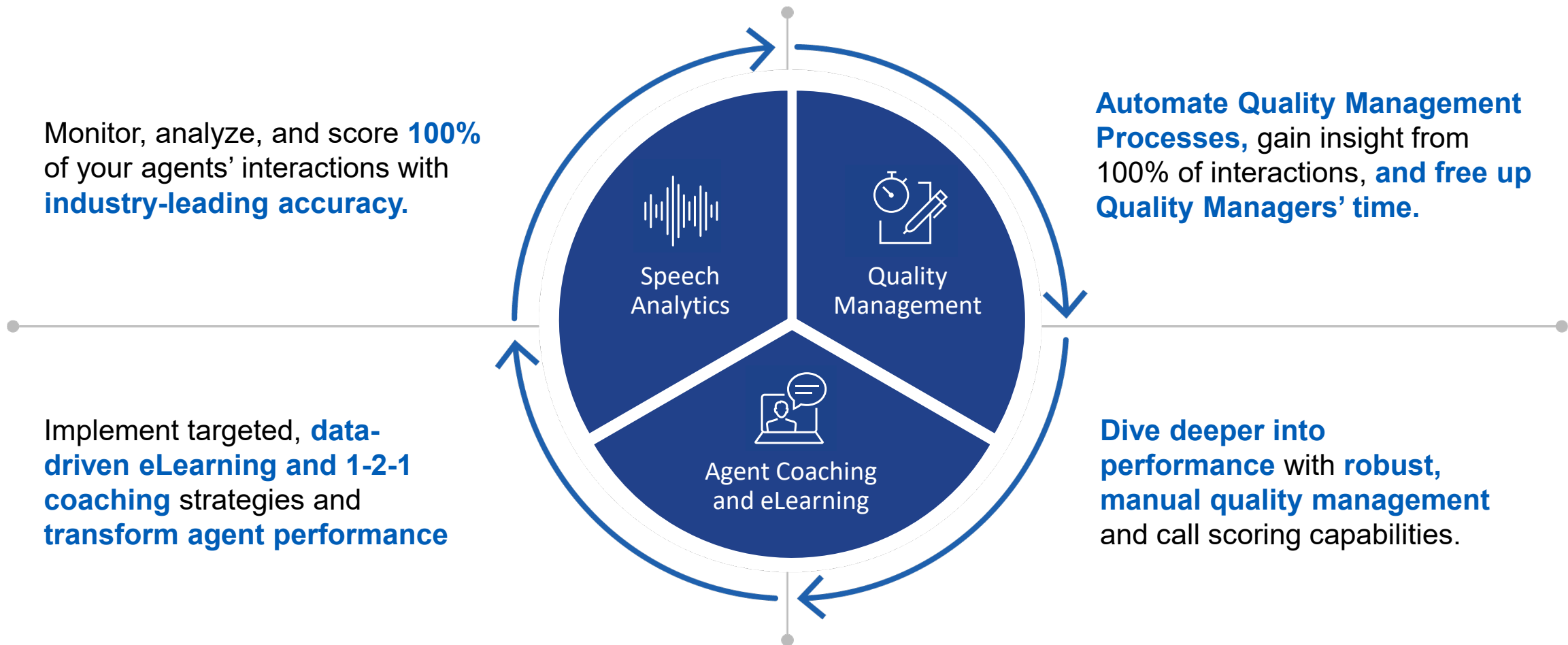
*What is important now is **how recordings are used to evaluate and coach on employee performance and engagement.***

— Gartner, 2021

”

Gartner[®]

We've Closed The Loop Between Speech Analytics, Quality Management, and Agent Performance Improvement



Key Capabilities and Features

SpeechIQ with Quality Management

Speech Analytics

- Monitor 100% of multichannel interactions.
- Call review and analysis
- Customized notifications
- Sentiment Analytics
- Customer intents
- Custom Scorecards
- Reporting and Analytics.

Quality Management

- Centralize QM on one platform
- Score synchronized call and screen recordings
- Analyze and compare performance with visualized data
- Configurable supervisor workflows
- Targeted manual interaction review

Agent Coaching & Engagement

- eLearning Library
- In-platform Agent Feedback.
- In-platform training using real interactions.
- Recordings leveraged for feedback and training
- Speech Analytics performance data used for agent feedback

Example Workflow:

Agent Engagement

The screenshot displays the 'Interaction Review' interface. At the top, it shows call details: 'Agent: Nick Morris', 'Date: 05/23/2022 12:02 pm', 'Phone: 608-576-4595', and 'Agent Sentiment: Positive'. Below this is an audio waveform with 'Customer' and 'Agent' tracks. A playback control bar shows '00:00 / 01:16' and 'x1.0' speed. Below the audio, there are tabs for 'Evaluations', 'Analysis', 'Information', 'Metadata', 'Related Interactions', 'Interaction Intents', and 'History'. The 'Evaluations' tab is active, showing a search bar with 'Quality_SC_Manual_Test' and a grade of 'Exceeds Score: 524 (98%) Pass'. The evaluation section is divided into 'Courtesy' and 'Knowledge' categories. Under 'Courtesy', there are three questions: 'Did agent utilize a pleasant tone, pace and inflection?' (Yes/No buttons), 'Did agent use profanity on the call' (Yes/No buttons), and 'On a scale of 1-5 where 5 is Great and 0 is poor, rate the overall customer service of the agent?' (1-5 scale, with 4 selected). Under 'Knowledge', there are two questions: 'Did agent provide the correct information?' (Yes/No buttons) and 'Did agent address concerns in a timely manner' (Yes/No buttons). At the bottom, there are 'Export', 'Send', and 'Save' buttons.

- Automate call selection using Speech Analytics
- Review, score and comment on calls with full context
- Send reviewed calls and scorecards with full context directly to the agent's desktop.

The screenshot shows a mobile interface with a numeric keypad on the left and a task list on the right. The keypad is titled 'Enter Phone Number' and has buttons for digits 1-9, *, 0, and #. Below the keypad are 'DIAL' and 'CLEAR' buttons. The task list is titled 'My Tasks' and has a 'Date Filter: Due Date' dropdown. The table below has columns for 'Type', 'Priority', 'Due Date', 'Assigned To', 'Status', 'Contact ID', and 'Subject'. One task is visible: 'Acknowledgement task' assigned to 'Nick Morris (NMO...)' with a status of 'IN PROGRESS' and a contact ID of '12345'.

Type	Priority	Due Date	Assigned To	Status	Contact ID	Subject
		05/25/2022	Nick Morris (NMO...)	IN PROGRESS	12345	Acknowledgement task

Example Workflow:

Agent Engagement

- **Agents can review calls with full context, scores, and manager comments**
- **Everything is accessible within their desktop** – no need to change applications
- Agents can also **acknowledge, dispute and ask questions directly**
- **All activity can be fully tracked and analyzed.**

The screenshot displays the 'Acknowledgement Task' interface. At the top, it shows 'Due Date: 5/25/2022' and 'IN PROGRESS' status. Below this is an audio player with 'Customer' and 'Agent' tracks. The main evaluation area is titled 'Quality SC_Manual_Test' and shows a 'Grade: Exceeds Score: 524 (98%) Pass'. The evaluation is divided into 'Courtesy' and 'Knowledge' sections. Under 'Courtesy', there are three questions: 'Did agent utilize a pleasant tone, pace and inflection?' (Yes/No), 'Did agent use profanity on the call' (Yes/No), and 'On a scale of 1-5 where 5 is Great and 0 is poor, rate the overall customer service of the agent?' (Scale 1-5). Under 'Knowledge', there are two questions: 'Did agent provide the correct information?' (Yes/No) and 'Did agent address concerns in a timely manner' (Yes/No). On the right, the 'Actions Panel' includes a 'Keyword Search' section with a 'Keyword List' dropdown, a 'Keyword' input field, and radio buttons for 'Customer', 'Agent', and 'Either'. Below this is a table with columns for 'Keyword', 'Channel', and 'Time'. At the bottom right of the panel are 'Tags' and 'Comments' sections, each with a plus sign. At the very bottom of the interface are 'Dispute' and 'Accept' buttons.

Example Workflow:

Alerts

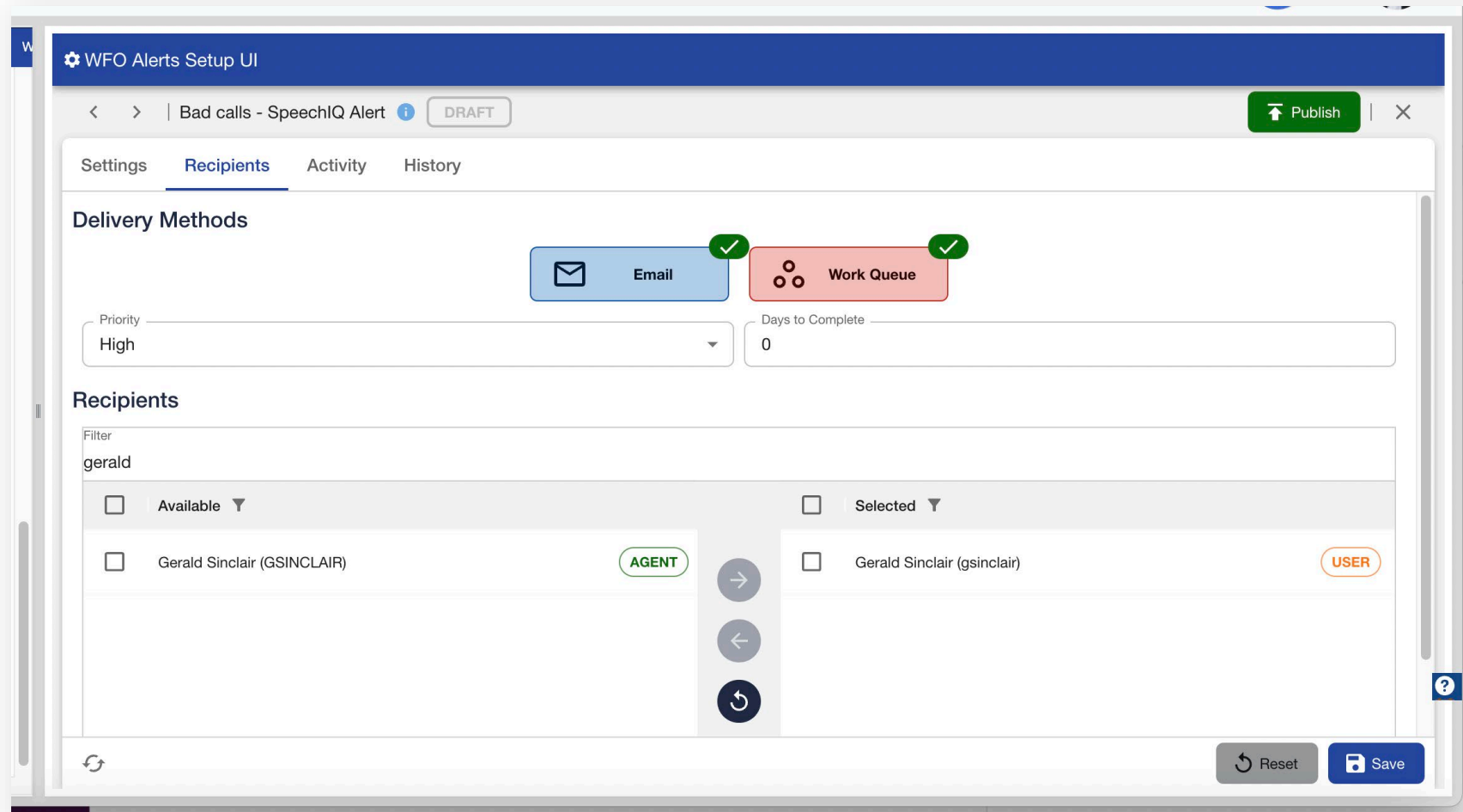
The screenshot displays the 'WFO Alerts Setup UI' for a 'Bad calls - SpeechIQ Alert' in a 'DRAFT' state. The interface includes a navigation bar with 'Settings', 'Recipients', 'Activity', and 'History' tabs. The 'General Settings' section contains the following fields and options:

- Alert Type:** SpeechIQ (dropdown menu)
- Active:** Active
- Alert Name:** Bad calls
- Alert Subject Line:** Bad calls SpeechIQ Alert
- Include Agent(s) Name in Alert Subject Line:**
- Check Every:** 1
- Interval:** Hours (dropdown menu)
- Interval Condition:** Equal To (dropdown menu)
- Occurrences:** 1
- Within:** 5
- Interval:** Minutes (dropdown menu)
- Notify:** When State Changes (dropdown menu)

At the bottom of the form, there are buttons for 'Delete', 'Reset', and 'Save'. A 'Publish' button is also visible in the top right corner of the form area.

- **Set up fully customizable** to anyone in your organizations
- **Can be configured for both SMS and email**

Example Workflow: Alerts



- Leverages all the data available in the tool and spreads it out across your organization


Example Workflow: Alerts

WFO Alerts Setup UI

+ New Active Only | Filter

Alert Name ↑	Alert Type	Status	Priority	Active	Modified Date	Modified By
Bad calls	SpeechIQ	DRAFT	HIGH	<input checked="" type="checkbox"/>	03/16/2022 16:57:32	gsinclair
Call Level Alerting	SpeechIQ	DRAFT	HIGH	<input checked="" type="checkbox"/>	03/09/2022 11:44:20	lfallon
Escalation Lang...	SpeechIQ	DRAFT	HIGH	<input checked="" type="checkbox"/>	03/16/2022 16:54:51	gsinclair
Late to Start Shift	Schedule Adherence	DRAFT	HIGH	<input checked="" type="checkbox"/>	04/13/2022 16:39:02	toconnor
Lindsey Fallon	Work Queue Tasks	DRAFT	MEDIUM	<input checked="" type="checkbox"/>	02/10/2022 11:41:53	lfallon
Lindsey Test	SpeechIQ	PUBLISHED	HIGH	<input checked="" type="checkbox"/>	02/10/2022 16:00:38	lfallon
Low Sentiment	SpeechIQ	DRAFT	HIGH	<input checked="" type="checkbox"/>	02/22/2022 10:29:42	nmorris
Overdue	Work Queue Tasks	DRAFT	HIGH	<input checked="" type="checkbox"/>	04/07/2022 10:34:26	gsinclair

Page 1 of 1 | Displaying records 1 - 13 of 13



Hello Gerald Sinclair,

An Automated Alert has been issued for the following event:

Alert Name: Calibration-Ro Test

Alert Type: Work Queue Tasks

Alert Threshold: 0 occurrences within 0 minutes

Details: The number of matches (0) was greater than or equal to the alert configured occurrences (0)

Time/Date: 2022-02-21 05:10:00 AM

You have received this email as a Watcher of this alert.

[View Alert](#)

Example Workflow: eLearning

Knowledge

Did agent provide the correct information?

Did agent address concerns's in a timely manner

Coaching Task

e-Learning Library

Export Send

- **Quality Managers can assign eLearning and training tasks** directly after scoring an agent's interactions
- **The eLearning library can be curated to suit your needs** using almost any kind of files or web links as resources

E-Learning Content Library

Upload Content

Name ↑		Edit	Del	Description	Category
Contact center Best practices	🔍	✎	✖	Test	Compliance
QA principles	📄	✎	✖	QA principles	Compliance

Example Workflow: eLearning

The screenshot displays the LiveVox agent desktop interface. On the left is a numeric keypad with buttons for digits 1-9, *, 0, and #, along with 'DIAL' and 'CLEAR' buttons. The main area shows a task queue for contact Tom JoDon (1234). The queue has two tabs: 'Work Queue' (selected) and 'Scheduler'. The task list includes filters for 'Date Filter: Due Date', 'Date Range: This Week', and 'Task Status: Assigned, In Progre...'. The table below shows the tasks:

Type	Priority	Due Date	Assigned To	Status	Contact ID	Subject	Created By	Created I
	🔥	05/27/2022	Tom JoDon (TJOD...)	ASSIGNED		eLearning Task	TJODON	05/23/202
	🔥	05/23/2022	Tom JoDon (TJOD...)	OVERDUE	1234	Coaching Task	TJODON	05/19/202

At the bottom of the interface, it shows 'Page 1 of 1' and 'Displaying records 1 - 2 of 2'.

- **Once eLearning and coaching tasks are assigned, they are put into a queue** that is accessed directly from the agent's desktop and full trackable by supervisors

Quantitative ROI – Numbers Provided By Clients

- **18% decrease** in QA staff without reducing scored call volume
- **21% increase** in manual scorecard completion without increased staff count
- **17% decrease** in AHT (enterprise customer)
- **63% increase** in rebuttal language lead to 12.7% increase in conversion rate (BPO)
- **20% reduction** in transferred calls (enterprise customer)
- **1.28-minute reduction** in AHT from increasing script adherence by 63% (retail client)



in agent fraud (enterprise customer; using the silence percentage report)

Qualitative ROI



Increased first call resolution and reduced repeat calls.

- Using Call Drivers (call categorization) Report, clients focus on "self-serviceable" categories through web properties, content management, etc. in an effort to optimize customer experience.
- This results in reduced repeat calls.

Reduce staff costs related to operational QA and monitoring.

- Reduce compliance staff and/or decrease need to add staff as company grows.
- Identify specific strategies which would route consumers to IVR's, reducing agent time.
- Monitoring tools have enabled teams to audit all calls for potential issues.
- Automated Reports have enabled customers to grow business without need for additional compliance staff.

We Can Meet You Wherever You Currently Are...

PHASE ONE

Manual

- Random call selection
- Manual Spreadsheet Scoring
- Generic scorecards separated by channel
- Limited feedback to agents and team.

PHASE TWO

Refined

- Most important interactions selected for review
- Scorecards tailored to specific performance needs
- Recordings leveraged for feedback and training.

PHASE THREE

Developed

- Customer multichannel scorecards used to score omnichannel interactions
- QM, business and operational data integrated for 360-degree performance insights

PHASE FOUR

Automated

- Speech and text analytics scores 100% of interactions
- Key conversations quickly flagged for manual review
- Relevant recordings and eLearning materials distributed to individuals and teams for training.

With LiveVox's tools and support you can:

Advance to Phase Two:

- Develop tailored scorecards
- Monitor agent performance
- Configure supervisor workflows.

Advance to Phase Three:

- Tune QM workflows
- Develop digital learning tools
- Integrate QM data into BI.

Advance to Phase Four:

- Evaluate ROI of Speech Analytics
- Develop automated scorecards
- Deploy speech analytics against all interactions.

Summary

How is this different?

We are offering a new agent-centric approach to Speech Analytics that allows for a depth and scale of quality management and performance improvement that doesn't exist elsewhere on the market.



Understand what is going on in your contact center at scale with cutting edge speech analytics technology.



Automate Quality Management processes to identify risk, understand customer experience, assess performance for 100% of interactions.



Dive deep into performance with targeted manual QM processes.



Provide data-driven coaching, training, and eLearning to agents to drive up contact center performance.

Q&A

Useful Resources



Indispensable Speech Analytics

Why it's here to stay, and how contact center leaders can use it to make sure they are too.

Industry Flash Report: Speech Analytics in Contact Centers Today

LiveVox surveyed contact center professionals across a wide range of functions and industries to understand their strategic priorities, what role reporting and analytics would play in implementing them, and specifically whether speech analytics would be part of the story. We gathered responses from individuals in industries ranging from Financial Services and Retail to Business Process Outsourcing and Healthcare in roles that ranged from customer service and compliance to management and leadership.

Based on their inputs we've put together this summary that tells the story of how today's contact center professionals view the role of reporting and speech analytics capabilities now, and what opportunities lie ahead in the future.

Survey snapshot: Is Speech Analytics a missed opportunity?

It comes as no surprise that customer experience was revealed as the single most important strategic priority in contact centers today. This trend also informs attitudes towards reporting and analytics with the overwhelming majority of companies citing customer experience insights as the most important thing they try to get out of reporting tools. Agent performance and quality insights, which tie directly to customer experience outcomes, also rank highly, as do operational insights as businesses look to introduce efficiencies into their contact center function.

A significant number of respondents were at least somewhat dissatisfied with their current reporting and analytics capabilities, though that didn't necessarily translate to an immediate desire to adopt speech analytics. Clear blockers cited — companies need to be convinced that it can deliver a strong ROI and be used easily by their team before making a purchase decision. Clearly the onus is on technology providers to offer reporting tools that are easy to use, deliver the operational and customer experience insights that the market craves, and have a clear pricing structure.

But, with respondents indicating that only around 11% of today's contact centers use speech analytics, there is an opportunity for businesses who can find the right technology partner? The potential benefits for driving key strategic priorities around customer experience and operational efficiency are clear, so if challenges around clarity of ROI and usability can be overcome then it could be a tool with which businesses can differentiate themselves in a crowded marketplace and experience-driven economy.

66% of respondents cited "improving customer experience" as a key strategic priority.

40% of respondents indicated improving their operational efficiency as a key strategic priority.

42% of respondents aren't satisfied with their current reporting and analytics capabilities.

11% of contact centers currently use Speech Analytics showing that adoption levels are still low.

75% of respondents said getting customer experience insights out of reporting and analytics tools was very important.

Source: as of August 2022

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[eBook: Indispensable Speech Analytics](#)

[Flash Report: Speech Analytics in Contact Centers Today](#)

SpeechIQ® with Quality Management

Leverage Analytics-Driven Quality Management to Enhance Customer Experience and Performance While Mitigating Risk

98% of contact center interactions go unmonitored or unreviewed!

IT ALL COMES DOWN TO INSIGHT: Customer expectations are constantly evolving, shaped largely by their experiences with best-in-class service providers across industries and digital technology. Keeping pace with expanding demands calls for companies to shift their view from internally focused assumptions about customers' wants and needs to an external perspective informed by the voice of the customer.

As the primary touchpoint between customers and brands, contact centers handle a rapidly growing volume of sales and customer service interactions via voice, email, SMS, and chat channels. The customer data contained within these conversations offer significant opportunities for transforming the customer experience, yet managers' ability to evaluate and glean insight from them is extremely limited. Why? Traditional, resource-intensive quality monitoring processes that review a tiny percentage of interactions are ineffective for driving the type of change that transforms the customer experience.

As organizations wrestle with the realities and demands of operating a modern contact center, they face some significant risks and roadblocks, including:

Lack of customer experience insights. Contact centers are under more pressure to deliver excellence as CX has established itself as the key competitive differentiator. But managers' ability to understand at scale why customers are calling, and the experiences they are having, is severely limited. Without the right tools, it's impossible to gain a holistic understanding of CX and implement strategies to improve it as the your customer service suffering?

Unmonitored conversations are risky. A mid-sized contact center may log thousands of calls a day, but slow, manual processes prevent quality managers from reviewing enough of them to avoid risk. The bottom line is that a mere 2% of calls are actually monitored or reviewed? And contact center managers report that traditional QM practices are far less effective for ensuring quality standards in digital channels? Not only does this open the door for compliance issues, without sufficient performance oversight, the quality of customer interactions also becomes a concern. For example, 83% of contact centers track first-call resolution based on the agent's opinion of whether the call was resolved. The majority also reported they do not check whether the agent followed through successfully? How can you listen to every call?

Unable to access actionable insights. Business insights are more important than ever—94% of companies using data analytics have decreased expenses or created new avenues of innovation. However, technical challenges and inadequate reporting limit access to the data and insights needed to make good business decisions and quickly identify emerging problems. Are blind spots weakening your bottom line?

The answer to these issues lies in technology but no one has been able to deliver an easy, accurate and comprehensive solution. What if you could have it all, though? Accurately, objectively monitor 100% of agent interactions with a single, intuitive tool? Be alerted promptly to any warning signs of regulatory risk or operational issues? Easily generate data-driven insights to make better customer experience and operational decisions? View customer interactions, quality analytics, customer sentiment, coaching and eLearning activities, and supervisor-agent communications in a single pane of glass? You can now, with LiveVox SpeechIQ® with Quality Management.

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[Solution Brief: SpeechIQ with Quality Management](#)

LiveVox SpeechIQ® with Quality Management

An Analytics-Driven Quality Management Solution

Elevate customer experience, quality, agent engagement, and compliance in your contact center with 100% omnichannel interaction auditing and data-driven insights.

Challenges in today's contact center	SpeechIQ® with Quality Management
10% of interactions go unmonitored leaving companies blind to their customer's true experiences.	Accuracy and objectively monitor, analyze, and score 100% of call, email, SMS, and chat interactions with one intuitive tool.
Manual QM processes are time-consuming and take time away from developing agents.	Free up supervisors' time with automated workflows that can be customized to surface the key interactions to review.
Limited understanding of friction sources and customer pain points.	Understand call sentiment and agent performance in detail from a macro to a micro level.
Low agent engagement resulting from insufficient feedback, coaching, and development.	Engage agents with targeted, data-driven 1:1 coaching and eLearning, and track agent progress.

How It Works

Securely Upload Customer Conversations

Upload your calls and digital interactions to our PCI compliant cloud-based system via secure SIP. This can be done automatically via our speech call card that routes conversations from nearly any recording or contact center platform.

SpeechIQ® Analyzes Your Interactions

Our powerful speech recognition engine identifies 93% of your calls with industry leading accuracy and speed. Call and text data are processed and ready for analysis the day of upload via an on-premise or cloud-based solution.

Get Timely Alerts

Use our powerful analytics tools to proactively identify critical incidents, score with confidence in platform, SMS, and email alerts.

Score 100% of Interactions

Build custom workflows that are automatically triggered by keyword. Alert 100% of all interactions. Always for any type of CX, quality, performance, and compliance.

Access Unprecedented Insight

Use our powerful analytics tools to dig deep into 100% of conversations to a granular level of insight for customer experience, coaching, operational, and compliance insights.

Understand Sentiment

SpeechIQ® advanced AI assigns a unique agent and customer sentiment score to every one of your contacts across all customer channels. Understand the overall mood of an interaction and then drill down into the data to identify customer pain points, coaching opportunities, and best practices.

Find the Conversations That Matter

Advanced filter and search capabilities allow you to search through hundreds of thousands of calls based on almost any data point including keywords, phrases, and your own call metadata.

Review Conversations

Use our review my call, email, SMS, or chat, with the ability to skip to important segments, settings and contacts, and make your own annotations within one interface.

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[Product Brief: SpeechIQ with Quality Management](#)





To learn more, please **reach out to your LiveVox Account Team** or Customer Care

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