

The benefits of **speech analytics** when managing a remote workforce



Contact centers managing workforces remotely face a myriad of challenges around productivity, quality, and compliance.

Deployed well, a **speech analytics tool** can be incredibly useful, not just in addressing these challenges, but also creating opportunities to drastically reduce risk, identify and scale best practices, and unlock your customer calls as an unprecedented source of insight for your business. ●



DRASTICALLY REDUCE RISK BY MONITORING ALL INTERACTIONS.

On average, around **98% of contact center interactions go unmonitored or unreviewed**. This was already a key area of concern for contact center leaders even before the introduction of remote agent workforces but dispersed workforces only exacerbate this problem. Speech analytics tools allow you to monitor and score 100% of calls regardless of agent location.

With the best tools, you can then create reports and surface trends using a vast range of data points, from keywords and customer sentiment to any call metadata you desire. This can transform your ability to identify and understand performance, quality, and regulatory risks in your organization. And, by understanding these customer interactions you can create effective handling strategies be they self-service workflows or triggered automations.



BE ALERTED TO EMERGING RISK, FAST.

By using keyword, phrase, and sentiment recognition technology, the best speech analytics tools will provide you and your team with custom alerts and notifications, in close to real-time. Applied to 100% of calls, this is going to reduce the chance of something risky slipping through unnoticed to a fraction of what it was before.



UNDERSTAND CALL SENTIMENT WHEN YOU HAVE NO MANAGERS ON THE FLOOR.

It's impossible to replace the value of having an experienced manager walk the contact center floor, drop in on calls, and talk to agents. However, an advanced speech analytics tool can help you go a long way to filling this void.

Speech analytics uses advanced AI to measure the sentiment of all of your calls accurately. This is going to give you great insight into customer experience as well as your remote team's morale, performance, and behavior. Tools that use speaker separation can distinguish between agent and customer, giving you a clearer understanding of the agent and customer's relative experiences.



HOW ARE YOUR CUSTOMERS BEING AFFECTED?

Given current circumstances, it's highly likely that the way that your customers need and want to interact with your business has changed.

While we can make assumptions about these effects, to truly understand this dynamic takes data and insight. With speech analytics, you'll be able to gauge overall sentiment and use intelligent search, word clouds, and trend data from hundreds of thousands of calls to uncover and understand your customers' specific concerns and what they need from your business.



IDENTIFY AND SCALE BEST PRACTICES.

Depending on the function of your business, it's likely that your agents are handling a higher volume of sensitive conversations than they were under normal circumstances.

One of the main advantages of speech analytics is that it allows you to gain a much greater understanding of how your team is dealing with issues like this as a whole, as well as uncover outliers, good or bad. With the ability to analyze both the linguistic details and overall sentiment of 100% of your calls, you are far more empowered to uncover the best practices that already exist in your organization.



IMPROVE YOUR ABILITY TO TRAIN AND COACH AGENTS, EVEN AS THEY ARE WORKING FROM HOME

The best speech analytics tools have built-in functionality to allow you to directly translate quality and performance insights into training and coaching strategies. That means being able to search and retrieve the most important calls, manually review them while adding notes and tagging specific parts of the audio, and then distributing these to teams or individuals as coaching resources - all while working remotely.

These capabilities will allow you to provide detailed, objective, targeted feedback to your agents, wherever they are.

Checklist: ●

Things to consider when choosing a Speech Analytics solution

Ease of Use

- Will it require on-premises technology, or is it cloud-based?
- How long and complicated is the implementation process?
- How easily will it integrate with existing platforms and processes?
- Will in-house analyst expertise be required to use the tool and access insights?

✓ Security

- Are calls being uploaded via a secure FTP to a PCI compliant platform?
- Is the transcription AI sophisticated enough to redact sensitive data from the call transcripts automatically?

✓ Speed to insight

- How long do call upload, processing, and analysis take?
- Are insights available intraday?

✓ Hidden Charges

Some companies will charge extra for things like:

- Automated scorecards
- Call tagging
- Multichannel analysis
- Data exports
- Speaker separation
- Sensitive data redaction
- Ongoing support and consultation



SpeechIQ® is a **speech recognition and analysis tool** that allows you to automatically monitor 100% of your agent-customer interactions. All of your calls are transcribed to text, with industry-leading levels of accuracy, and can then, alongside your multi-channel interactions, be scored for quality and compliance. This gives you the insight you need to drastically reduce risk, and radically improve performance in your contact center.

Call recordings and transcripts can be accessed and played-back intraday and are searchable by any keywords or themes. Call data is presented via highly-intuitive, visualized reports, allowing you to use all of your interactions as an unprecedented source of insight for your business. **Automatic alerts can be set up, to notify you of risky conversations in close to real-time,** allowing you to take action fast.

