



UNIVERGE BLUE ENGAGE INTERACTION ANALYTICS

UNIVERGE BLUE ENGAGE INTERACTION ANALYTICS FREQUENTLY ASKED QUESTIONS (FAQS)

Unlock the power of Artificial Intelligence (AI) with UNIVERGE BLUE ENGAGE Interaction Analytics

WHY SHOULD I CARE ABOUT ENGAGE INTERACTION ANALYTICS?

When monitoring customer interactions, your supervisors have the difficult task of figuring out which conversations deserve their attention out of the hundreds and or even thousands of customer calls they get every day. Oftentimes, they end up randomly spot-checking different conversations, spending long amounts of time listening to calls, and potentially overlooking conversations that could have a major impact on the business.

ENGAGE Interaction Analytics unlocks the power of Artificial Intelligence to make it easier for your leadership teams to know which customer conversations deserve their attention, help them discover valuable insights from customer interactions, and ultimately use that information to achieve customer satisfaction goals.

Each customer interaction contains topics, intent, emotions, and more, and these can all be analysed to provide insights that may improve any variety of organisational improvements such as:

- › **Support** - Customer support managers can be alerted to key phrases like "cancel" to see how frontline users handle the situation and can use the evaluator tool to give feedback.
- › **Product** - Product teams can receive key word or phrase alerts, such as "broken" and "missing", to identify opportunities for improvements, new products, or features.
- › **Sales** - Sales managers can search negative and positive conversations to identify best practices and coaching opportunities.
- › **Marketing** - Marketing can look at positive conversations to identify customers who could give a good review or testimonial.

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HOW DOES ENGAGE INTERACTION ANALYTICS HELP MY BUSINESS AND HOW DOES IT WORK?

ENGAGE Interaction Analytics saves your team significant time by focusing your supervisors and leadership team on conversations that could help you identify sales opportunities, service enhancements, organisational improvements, and more.

To do this, ENGAGE Interaction Analytics transcribes every call (including voicemail) that comes through a queue designated by an admin. It then uses artificial intelligence to analyse the call and records the number of positive and negative words within the context of the conversation. Based on the ratio of positive to negative comments, ENGAGE Interaction Analytics tags the conversation as positive, neutral, or negative.

Supervisors with access to call recordings can use the recording search filter to search by sentiment (i.e., positive, neutral, negative) or even by keyword or phrase. To save supervisors even more time, admins can opt to receive alerts when a key phrase is used in a conversation. If ENGAGE Interaction Analytics detects the key phrase, it sends an email to the supervisor who is then given a link to the conversation where they can listen to the call, read the transcript, and then use the Evaluator tool to give feedback.

WHAT KIND OF INSIGHTS DO WE GAIN?

Data. ENGAGE Interaction Analytics holds the data, and the data are the conversations and how people are feeling. ENGAGE Interaction Analytics can recognise when a conversation is positive, negative, or neutral, and can also filter keywords to find, for example, customers who plan on terminating their service, dropping a product, or are interested in new plans, etc.

HOW COMPLICATED IS THE TRAINING FOR FRONTLINE USERS AND MANAGERS?

Check out our support documentation and demo video to learn how easy it is to setup and use:

[ENGAGE Interaction Analytics Knowledgebase Article](#)
[ENGAGE Interaction Analytics Demo Video](#)

WHAT ELSE CAN BE TRANSCRIBED?

Aside from call recordings, voicemail transcription is in an Open Beta.

HOW MUCH WILL IT COST?

ENGAGE Interaction Analytics requires transcription time to operate. UNIVERGE BLUE ENGAGE COMPLETE customers receive a 5-hour block of transcription time per concurrent user included in their subscription!

Both UNIVERGE BLUE ENGAGE ADVANCED and COMPLETE customers can purchase additional transcription time in 5-hour blocks per concurrent user, allowing you to use only what you need.

Admins can keep track of how many transcription minutes they have left by going to the Voice Recordings page found on the Integrations tab in the Admin Portal. Admins can also set up an alert to notify them when the number of transcription minutes used is running high.

HOW WOULD I ACCESS ENGAGE INTERACTION ANALYTICS?

UNIVERGE BLUE ENGAGE COMPLETE admins can simply click on the Queues page (found under the General options in the Configure Tab), select a queue, and click "Enable call recording transcriptions" (you can also enable voicemail transcriptions here), and click "Enable transcription analysis". Once that's done, all calls from that queue will be transcribed and analysed.

UNIVERGE BLUE ENGAGE ADVANCED customers will need to purchase transcription time before they can enable a queue for ENGAGE Interaction Analytics. To do that, they need to log into UNIVERGE BLUE CONTROL PANEL and navigate to the Subscription tab found within the Contact Centre tab. From there they can add transcription time.

To search recordings for sentiment and key phrases, users can go to the Voice Recording page located under the Analysis tab within the Admin portal. From there they can use a wide range of search criteria like phone number, agent, sentiment, and keywords to quickly find the right conversations.



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HOW LONG DOES IT TAKE TO TRANSCRIBE A CONVERSATION?

Transcriptions are processed and available immediately. If the conversation is over an hour, it may take more time to process.

IS THERE A CONVERSATION TIME LIMIT TO TRANSCRIBE CALLS?

No, there is no time limit on call durations.

WHAT MAKES YOUR AI DIFFERENT COMPARED TO OTHERS?

NEC is one of very few companies that focuses on making it easier for leadership teams to ensure high service quality and compliance using artificial intelligence. This includes proactively notifying supervisors if a conversation requires closer evaluation if it sees a key phrase mentioned in the conversation that the supervisor cares about.

WHAT LANGUAGES DOES IT SUPPORT?

Transcriptions are transcribed in English (U.S.), and it can pick up different accents.

ARE THERE ANY PRIVACY OR SECURITY CONCERNS WITH TRANSCRIPTIONS THAT HOLD SENSITIVE INFORMATION?

We process each transcription using Amazon S3 storage buckets. Once the machine learning processes the analysis, it then sends it to our encrypted system backend, and it automatically deletes all information from the storage buckets.

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