

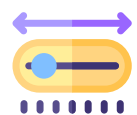
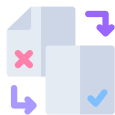


## UNIVERGE BLUE ENGAGE INTERACTION ANALYTICS

### FOCUS ON THE RIGHT CONVERSATIONS

The information you need to grow your business and ensure high service quality are found in customer interactions your employees handle every day. However, finding those insights is incredibly difficult with mountains of recorded conversations that supervisors simply don't have time to review. UNIVERGE BLUE ENGAGE Interaction Analytics makes it easier than ever for supervisors to do their job by using artificial intelligence (AI) to automatically highlight and notify them about important conversations.

#### HOW IT WORKS



COLLECT	TRANSCRIBE	ANALYSE	ALERT	SEARCH	IMPROVE
Admins enable interaction analytics for a call queue	All conversations (including voicemails) from the queue are recorded and transcribed	Artificial intelligence evaluates every transcription, determines whether the sentiment of the conversation was positive, negative, or neutral, and tags it.	Supervisors can set up automatic alerts to notify them of conversations to evaluate based on key words and phrases.	Supervisors can also search and review transcripts with extensive filters including sentiment, words/phrases, users, and more.	Take the insights you learn to improve your customer experience and grow your business!

# UNIVERGE BLUE ENGAGE INTERACTION ANALYTICS



ENGAGE Interaction analytics makes it easier for supervisors to identify the right conversations to review by tagging interactions as positive, negative, mixed, or neutral.

- **Eliminate the Guesswork for Supervisors:** Stop picking conversations at random and focus only on the ones that matter to your business using sentiment analysis and alerts for key words and phrases.
- **Get Game-Changing Insights Faster than Ever Before:** Understand what customers are saying about their experience and how they feel about it – in their own words – and act on trends and patterns to get ahead of customer demands and expectations.
- **Better Customer Experience:** Leverage insights from inbound and outbound voice interactions to upskill, coach, and train frontline users to improve customer loyalty and satisfaction.

## BETTER INSIGHTS FOR EVERYONE IN YOUR BUSINESS

### Support

Customer support managers can be alerted to key words and phrases like “cancel” to see how frontline users handle the situation and can use the evaluator tool to give feedback. Customer support managers can quickly review negative conversations to find out what service reps can do better.

### Sales

Sales managers can receive alerts on when competitors’ names are mentioned to see how sales reps address them. Sales managers can review calls that were positive to promote best practices, negative ones to find coaching moments, or neutral conversations to find where small tweaks should be made.

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Call Date	Duration	Caller ID	Queue	Agent	Phone Ext.	Client Type	Claim No.	Account No.
2/11/2022 2:38:22 PM	00:00:22	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
2/11/2022 7:55:16 PM	00:00:28	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
2/11/2022 7:59:54 PM	00:00:26	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
2/11/2022 8:02:12 PM	00:00:33	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
2/11/2022 8:04:16 PM	00:00:28	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
2/14/2022 5:16:58 PM	00:05:38	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
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2/14/2022 5:21:52 PM	00:01:02	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
2/14/2022 5:23:35 PM	00:00:53	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
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2/14/2022 6:36:20 PM	00:00:28	131055186	Q2 Summer	James Hendrix	+184354166	VSP		
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2/15/2022 2:35:01 PM	00:00:21	131055186	Q2 Summer	James Hendrix	+184354166	Special license	789	456

### Product

Product teams can receive key word and phrase alerts, such as “broken” and “missing”, to identify opportunities for improvements, new products, or features. Product teams can search recordings to gauge sentiment around new offerings.

## ONLY USE WHAT YOU NEED

Unlike other solutions with a high price tag, ENGAGE Interaction Analytics uses a pay-as-you go model, so you only use what you need. Best of all, ENGAGE COMPLETE customers get 5 hours of transcription and analysis already included with their plan every month!

AVAILABLE FOR  
**UNIVERGE BLUE ENGAGE ADVANCED and  
UNIVERGE BLUE ENGAGE COMPLETE**

For further information please contact NEC Australia or: