

AVOKE

Caller Experience Analytics

AVOKE Caller Experience Analytics - Demo

Voice Search 2008

B104 Contact Center Automation and Analytics

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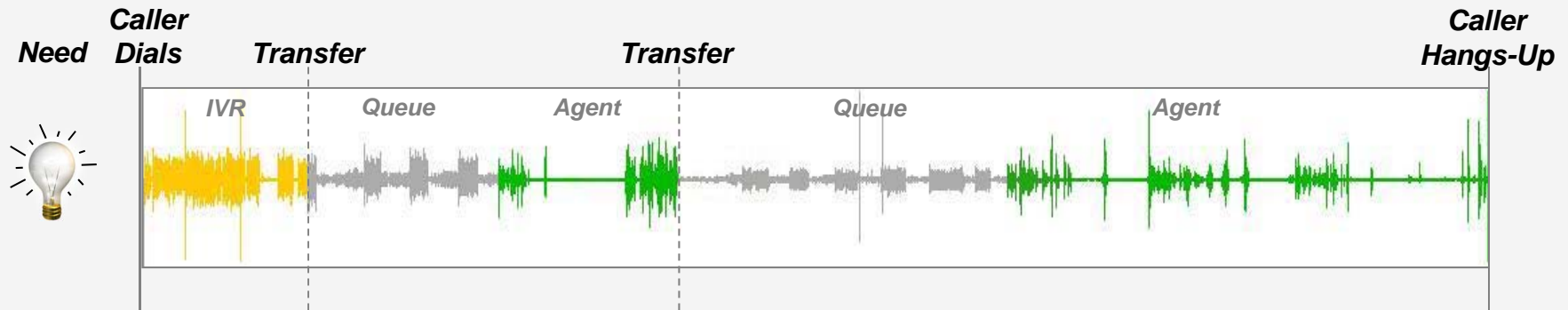
Start with the Caller



Can we...

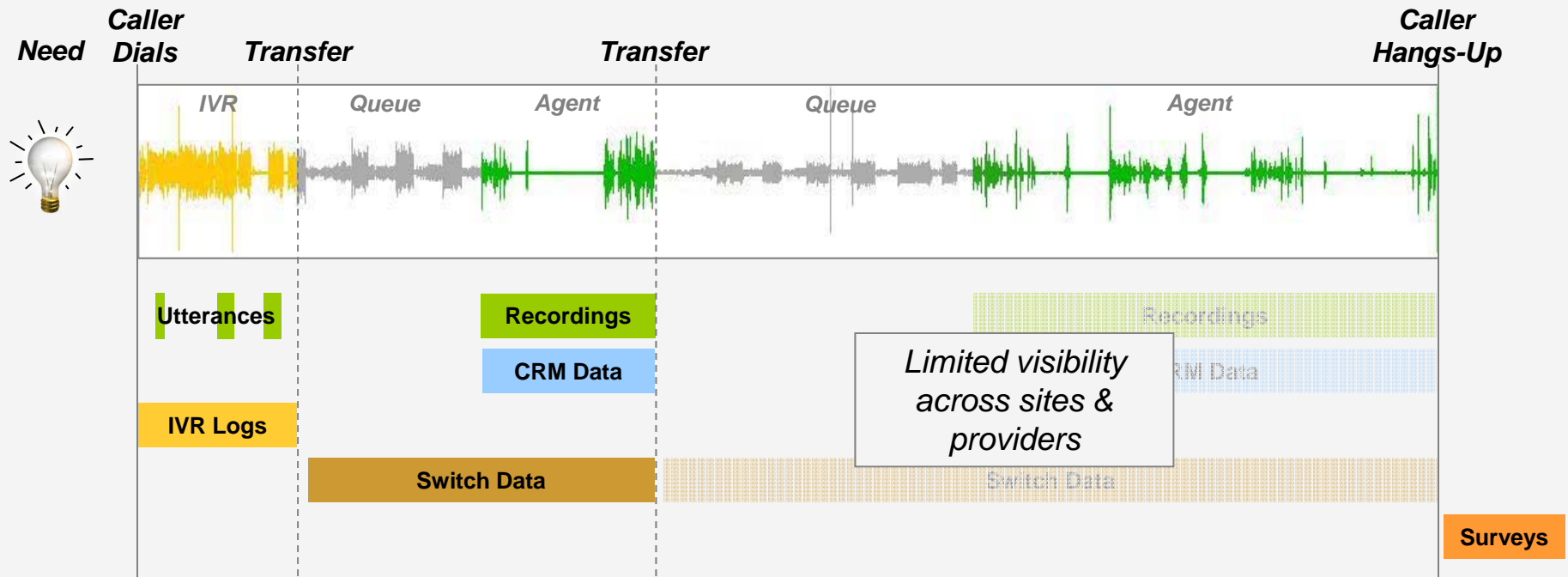
- » **Eliminate The Caller's Need To Contact Us?**
- » **Satisfy The Need In Another Channel?**
- » **Take Less Time From The Caller's Day?**
- » **Improve The Caller's Satisfaction With The Call?**

Optimize End-To-End Call Processes



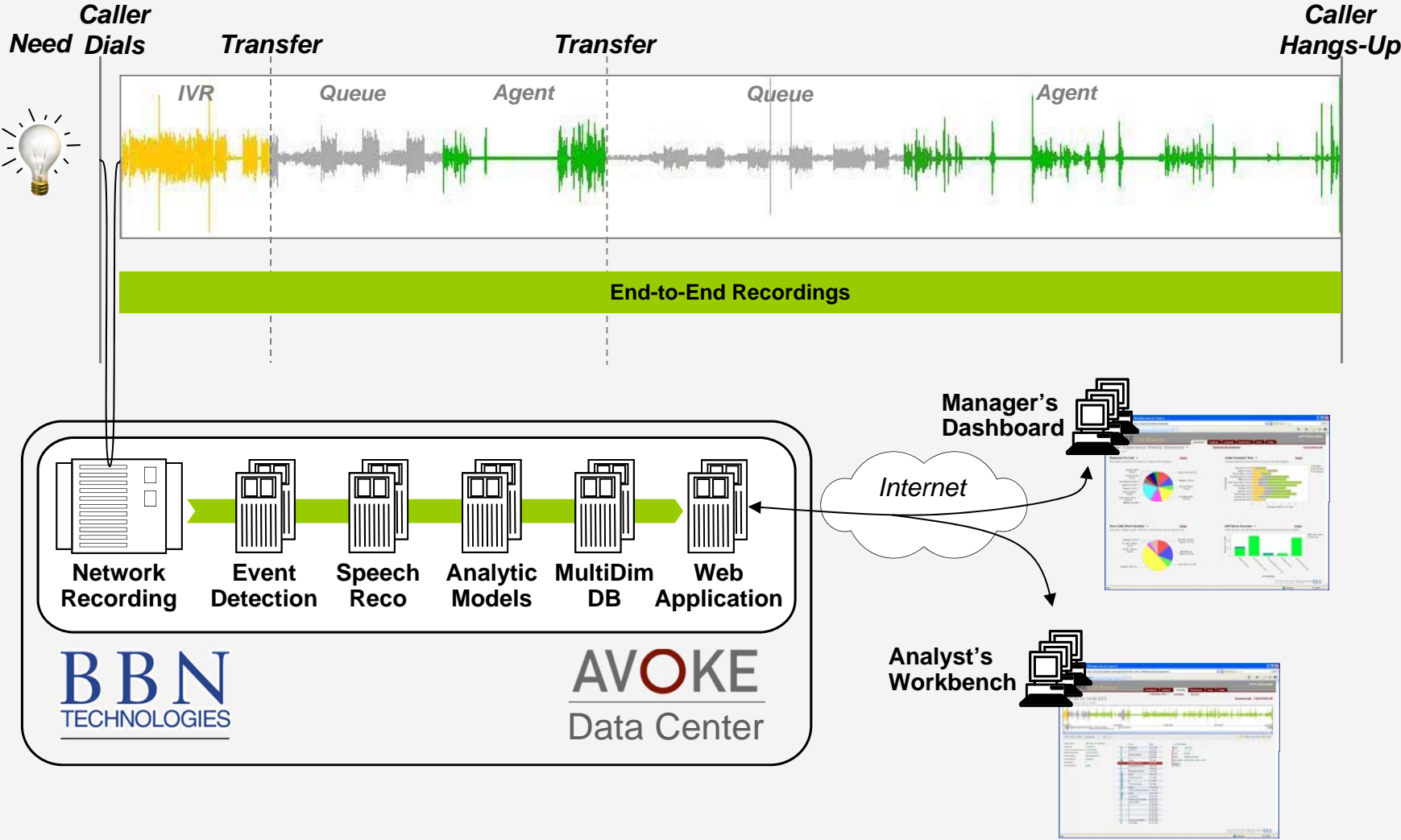
- **Two ways to reduce call volume**
 - » Proactively address caller's need
 - » Reduce unserved & unresolved calls
- **One way to measurably improve satisfaction**
 - » Find systemic dis-satisfiers in the entire experience
- **Any time savings anywhere in the call = cost savings**
- **Success patterns show how to increase sales**

Fragmented Data In Most Centers



- Existing data is required to manage each resource
- But can't be effectively aggregated to:
 - » Manage end-to-end customer experience
 - » Identify cost-saving process improvements

Caller Experience Analytics



AVOKE Caller Experience Analytics

Breakthrough Caller Experience Analytics

- The Only True End-to-End Solution
From dialing to termination
- Multiple Techniques To Extract Understanding
Prompt and speech recognition, telephony data, and human annotation
- Real-Time Data-Driven Insights
With drill-down to listen for root cause
- Zero Integration
No on-site hardware or software

To Manage & Optimize Contact Processes

- Improve Operational Visibility
- Reduce Agent Time by 10-20+%
- Boost First Call Resolution
- Eliminate Customer Dis-Satisfiers

