



Envision Speech Analytics™

Using the customer's own words, Envision Speech Analytics™ allows you to use your customer interactions to derive meaningful and insightful information you can use to drive improvements in customer experience. Envision's unique approach to speech analytics allows our customers to listen and analyze thousands if not millions of calls within their contact center environment utilizing a software only approach, avoiding the expensive services and hardware costs with other solutions in the market.

Identify Why Customers are Calling

With Envision Speech Analytics, you get all the functionality you need in a robust speech solution including keyword spotting, call tagging, trending analysis, emotion detection and automated call scoring. Using NowCloud™ not only can you see what's trending in your contact center based on the spoken word of the customer, but you can drill down to learn more about why your customers are calling.



With Envision Speech Analytics:

- Identify unforeseen trends that may be negatively impacting call handle and average wait times
- Configure multiple key words that help categorize calls and identify those that should be reviewed
- Identify keywords, emotion detection and other events, such as a customer being placed on hold, to understand the sentiment of the customer on a call and drilldown to playback
- Utilize speech keywords to identify trends occurring within your contact center using Click2Coach NowCloud!™
- Use speech to automatically score a call and identify the calls that may require further follow up or coaching
- Reduce the time it takes to find the calls that matter
- Over 25 languages supported

Keyword and Category Reporting

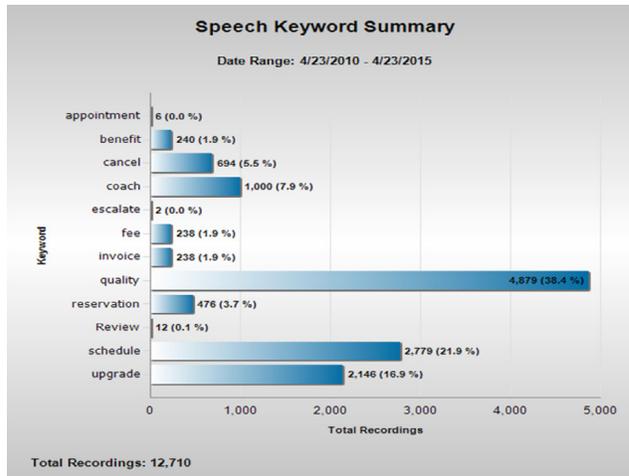
Quickly define a single or multiple keywords that you want to track and identify in the calls that you want to review. You can identify high volume keywords that will help spot trends and areas that may need improvement through process or system enhancement or agent coaching to increase effectiveness.

Automatically Score Calls

With ever increasing demands on supervisor time in the contact center, Envision Speech Analytics can aid in the automatic scoring of calls so that supervisors can evaluate less, spend more time coaching agents and focus on the calls that matter. For example, identifying the amount of silence in a call can help identify the calls where agents were struggling to get the information to the caller in a timely manner.

Fully Integrated with Click2Coach™

Envision Speech Analytics is fully integrated with Click2Coach, so not only do your analysts have access to speech analytics, but so do your supervisors and quality teams. It's built into the same application interface as all other Click2Coach components so there is no separate application to use, learn or maintain and integrated reports with speech and other analytics data is a snap.



envision®

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Envision—Contact Center Performance Assured.

Envision helps companies better align and integrate the people, processes and technologies within the contact center to drive exceptional customer service. Our belief is that continuous agent improvement helps maximize every contact with customers, which ultimately drives increased contact center and enterprise performance. Envision Centricity is a complete Workforce Optimization suite to aggregate, monitor and analyze data and performance at the agent, contact center and enterprise levels. It is comprised of multiple applications including Envision Workforce Management™ for scheduling, forecasting and staffing, with applications for quality monitoring, identity protection and compliance, and analytics; and the industry-renowned Envision Click2Coach® for fully integrated quality monitoring and management, e-learning, automated coaching, robust analytics and performance management capabilities. Visit envisioninc.com, email info@envisioninc.com or call 206.225.0800 ext. 500 for more information.