## DATASHEET

### Unlock Business-Critical Info from Customer Calls & Agent Interactions

Organizations that actively listen to their customer base for strategy, product development, customer service, and marketing ideas are leveraging a massive amount of unbiased, candid feedback. Contained within the countless hours of recorded customer conversations is customer, competitive, and organizational intelligence that can transform any business for the better.

## BENEFITS

- Increase quality & enhance agent performance for better customer experiences

- Maximize compliance & mitigate risk by monitoring procedural adherence

- Identify broken processes & barriers to reducing Average Handle Time (AHT) & better First Call Resolution (FCR).

- Enhance sales effectiveness by automating performance management and feedback/guidance to agents

- Easily track & improve customer satisfaction metrics to increase retention and reduce churn

- Automatically discover new trends and gain competitive intelligence

- Improve operational processes, increase efficiency, and reduce costs

Engage Analyze Pro unlocks the benefit of this transformative knowledge, providing rapid, automated, and accurate discovery and analysis of critical competitive and operational intelligence. It categorizes and tags customer interactions for the presence of certain language, emotions, or other key metrics that can reveal customer satisfaction, market trends, compliance risk, and agent performance. Engage Analyze Pro turns interactions into efficiency, productivity, and quality data that can be mined to drive operational and organizational excellence.

Engage Analyze Pro can even discover emerging trends in data without guidance from a predefined set of criteria. It truly helps you identify issues and understand what is happening across a set of interactions without knowing what to look for ahead of time.

The system automatically tracks and scores 100% of your customer interactions. Its powerful drill-to-call feature lets you easily retrieve and play calls of interest. So you can monitor calls and interactions you care about, provide timely feedback through custom dashboards, or distribute reports to key stakeholders in your organization. With Engage Analyze Pro, getting critical business intelligence is that simple. It's insight no company can afford to ignore.

Powered by

**CallMiner**

## Automated Analysis & Actionable Insights

Engage Analyze Pro reveals business intelligence insights from automated analysis of 100% of customer communications across multiple channels — including phone, e-mail, chat, social media, and more, by:

- Capturing customer interactions and associated metadata from any source across multiple servers & contact center sites

- Converting customer interactions into a consistent format and measuring vocal characteristics for analysis

- Using free-form search to pinpoint, categorize, and play back interactions containing specific words and phrases, or other shared characteristics. Determine root cause through automatic topic analysis

- Provide feedback with agent performance scorecards and extensivly customizable reports
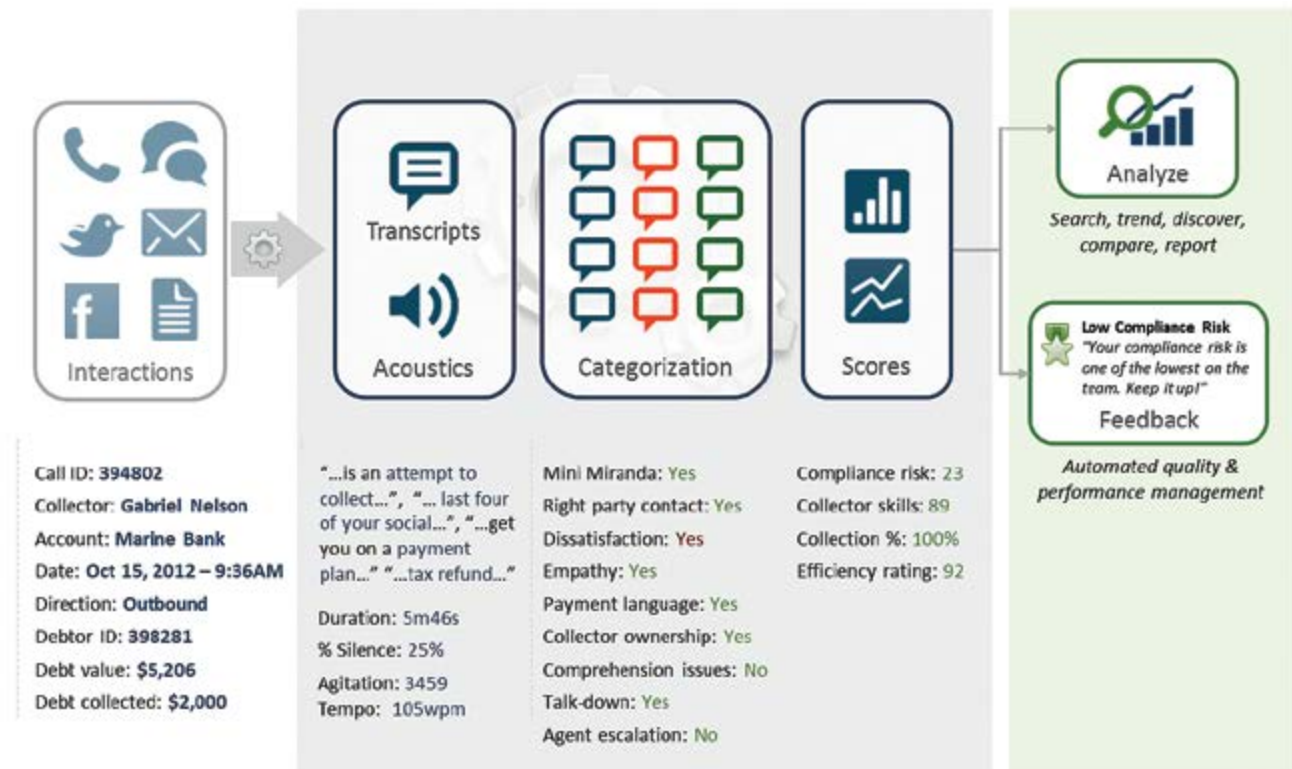


## Cross-Channel Interaction Integration

Engage Analyze Pro captures and analyzes the "voice of the customer" across every type of interaction, from calls to chats. Multiple interactions are combined into a common framework so that all data is unified for rapid search and discovery. Common events associated from metadata can be easily viewed as a holistic picture of interactions, making it easy to follow a customer's journey or a problem's history.
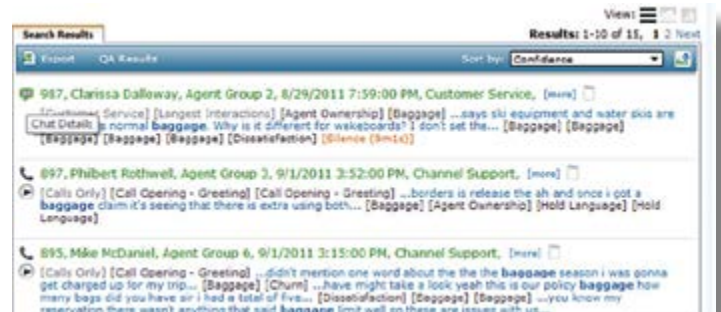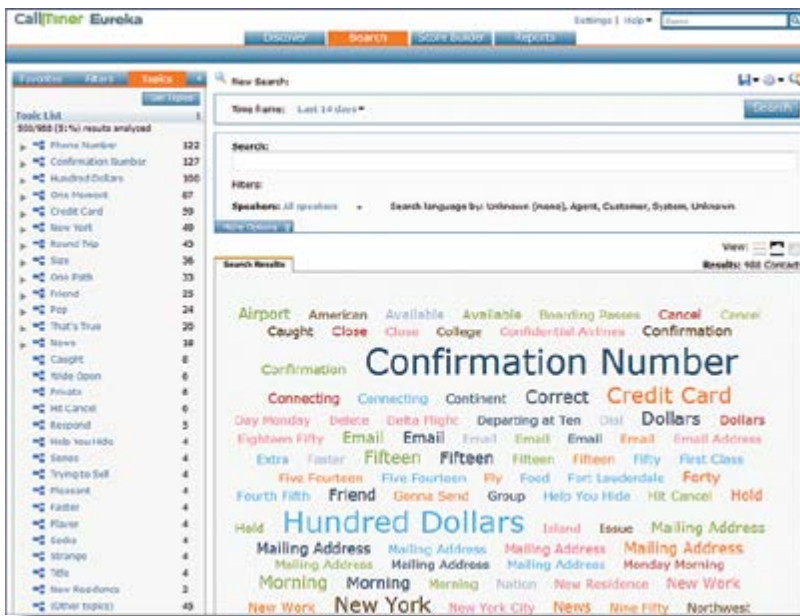
## Powerful Root Cause Analysis

The TopicMiner tool automatically analyzes and groups interactions based on frequency and proximity of unique sets of words or phrases. This allows quick identification of critical issue topics occuring across interactions that require immediate action.

- Results can be viewd in either a List, Chart, or innovative Tag Cloud

- Outliers can be automatically highlighted in counts or percentages to guide root cause determination

## Instant Insight to Agent Performance

Engage analyzes every agent interaction to help eliminate compliance risk, improve agent performance, and increase customer satisfaction. Automated scoring and dashboards provide continuous, high-level feedback to managers, supervisors, teams, and even individual agents.

For full quality management capabilities, adding TelStrat's Engage Quality brings multi-level, skill set-based scoring, along with coaching and e-learning to complete your quality management toolkit.
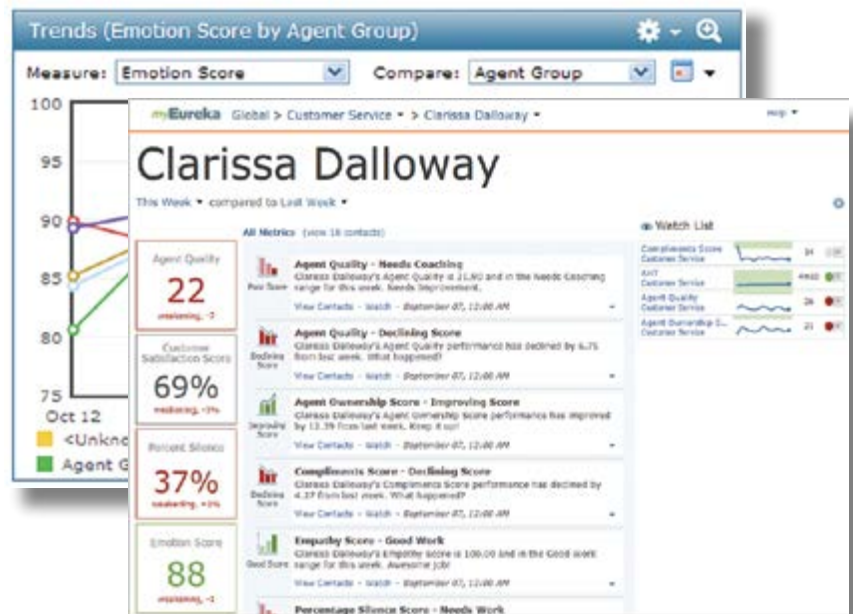


## Cloud-Based Convenience

Engage Analyze Pro's cloud-based infrastructure means there's no impact on your systems or infrastructure. All hardware systems and applications are managed by TelStrat and our partners. Affordable subscriptions are available for contact centers of virtually any size. On-premise solutions are also available. Please contact TelStrat or an authorized TelStrat Engage reseller for more details.

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www.telstrat.com • sales@telstrat.com • support@telstrat.com

1101 Central Expressway South Suite 150
Allen, TX 75013 • USA

| North America | Caribbean & Latin America | Europe, Middle East, Africa | Asia Pacific |
|---|---|---|---|
| +1-972-543-3500 | +1-972-543-3454 | +44 2035 140670 | +65 6521 6788 |