



Voice Analytics

Customer Insights Through Search and Discovery

Introducing TCN Voice Analytics

TCN's Voice Analytics offers powerful search and discovery tools combined with automated call transcription and reduction. Deep business insights are hidden inside every customer interaction, and TCN's Voice Analytics can help to reveal them.

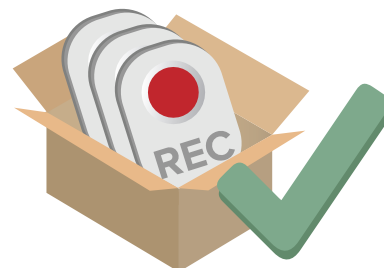
Easy and Effective Data Analysis

Voice Analytics provides a highly flexible search engine that makes it easy to find and retrieve calls through free-form combinations of keywords, phrases, acoustic measures, and call metadata — such as agent or disposition.

Take a look at what Voice Analytics has to offer...

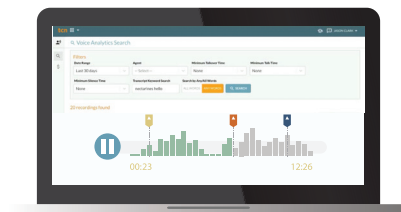
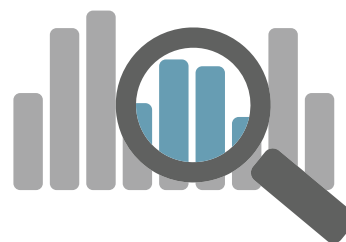
Advantages

- Full text transcripts for every call
- Enterprise-level engagement analytics
- Reduced legal risk and better compliance
- Seamless integration into TCN platform



Features

- Advanced Search and Filtering
- Enterprise-Grade Speech Recognition and Transcription
- Contextual Call Playback Data
- Tagging and Commenting
- Transcript Visualization
- Full PCI Redaction



Benefits

Increased Contact Center Efficiency

Discovering long calls and high silences with Voice Analytics helps reduce AHT. Increase FCR by searching for repeat call language and analyzing short calls.

Improved Agent Performance

Searching for undesired behavior and tagging calls for later review identifies areas for improvement — simplifying the playback review process.

Better Customer Experience

Conducting incident analysis with Voice Analytics helps identify instances of customer dissatisfaction — allowing call centers to improve customer experience.

Reduced Risk & Compliance

Using Voice Analytics allows call centers to find and analyze calls with risky language — helping lower the likelihood of fines and lawsuits.

tcn Voice Analytics Search

Filters

Date Range: Last 30 days

Agent: -- Select --

Minimum Talkover Time: None

Minimum Silence Time: None

Transcript Keyword Search: nectarines hello

Search by Any/All Words: ALL WORDS ANY WORDS

20 recordings found

Voice Analytics Results

Agent	Number Dialed	Caller ID	Date/Time	Call Length	Total Talk Time	Total Silence
(435) 272-0986	(435) 862-0212	5/5/20 12:40:16 pm	00:57	00:34	00:37	
(435) 862-0214	(435) 862-0212	5/5/20 2:00:44 pm	00:49	00:25	00:33	
(435) 862-0214	(435) 862-0212	5/5/20 2:06:48 pm	00:32	00:22	00:17	
(701) 818-9448	(701) 818-9448	5/5/20 3:08:12 pm	00:23	00:14	00:15	

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