

# Speech Analytics for Front Offices

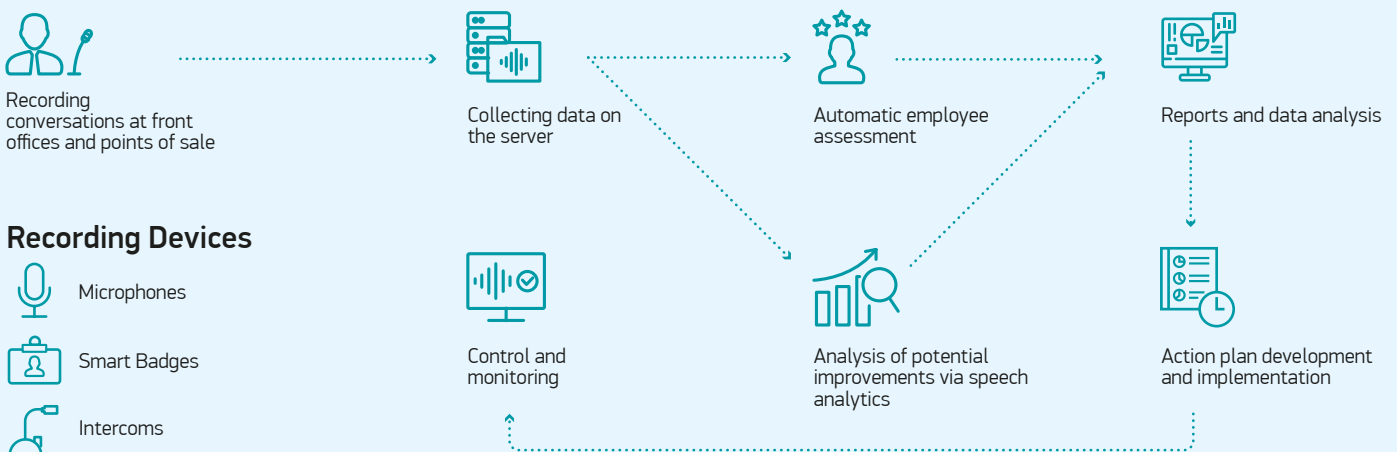
Powered by Customer Engagement Platform



Analyze customer conversations and manage the quality of service at points of sale and service offices

- **Recording conversations** between clients and staff throughout the service process
- **Speech-to-text** voice recognition
- **AI-driven analysis of all conversations** to improve service and staff

## How It Works



## Used In



# Enjoy the Benefits

## Improve Service Quality

- ✓ Monitor compliance with service standards
- ✓ Reduce Mystery Shopper spendings
- ✓ Control undesired words and expressions

## Increase Sales Efficiency

- ✓ Monitor cross-sell
- ✓ Analyse best and worst practices
- ✓ Protect staff from unwarranted customer complaints

## Improve Customer Loyalty

- ✓ Identify and analyse customer complaints
- ✓ Identify attrition-prone customers
- ✓ Monitor customer satisfaction and loyalty

# -20%

Reduction in the use of undesired words by bank employees\*

# +31%

Credit card sales growth\*

# -50%

Reduction in number of valid claims at a major transport company\*

\*Implementation results based on the experience of Speech Technology Center

## Smart Suite

Hardware and software solution for service optimisation

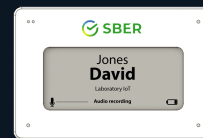
### SmartBadge Device

1. Records conversations between clients and staff
2. Encrypts and transmits information to the server, after the badge is returned to the cradle
3. Separates the dialogue in the form of two audio tracks — the speech of the employee and the client — for better speech analysis
4. Transfers data to the speech analytics platform

### Speech Analytics Software

5. Creates reports and assesses quality of service

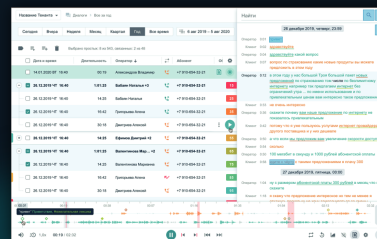
On-premise and cloud integration



- E-ink display
- Space for your logo
- Light and distance sensor
- 4 directional mics
- Over 16 hours of battery life
- 94\*63\*6 mm



- Space for 2 session recordings
- Charge 5 badges in just 4 hours
- Security certified



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- Charge 5 badges in just 4 hours
- Security certified

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