voziq | Actionable Customer Intelligence

VOZIQ'S CONTACT CENTER EFFICIENCY SOLUTION

Apply cloud-based text analytics to contact center interactions, and leverage the insights to transform your contact center.

THE CONTACT CENTER ACTIVITY PUZZLE

In enterprise contact centers, first contact resolution (FCR) and average call handle time (AHT) are the most important KPIs that impact operational efficiency, as well as customer satisfaction and retention. Improvement in these two KPIs leads to total transformation of your contact center performance in terms of cost efficiency and customer satisfaction.
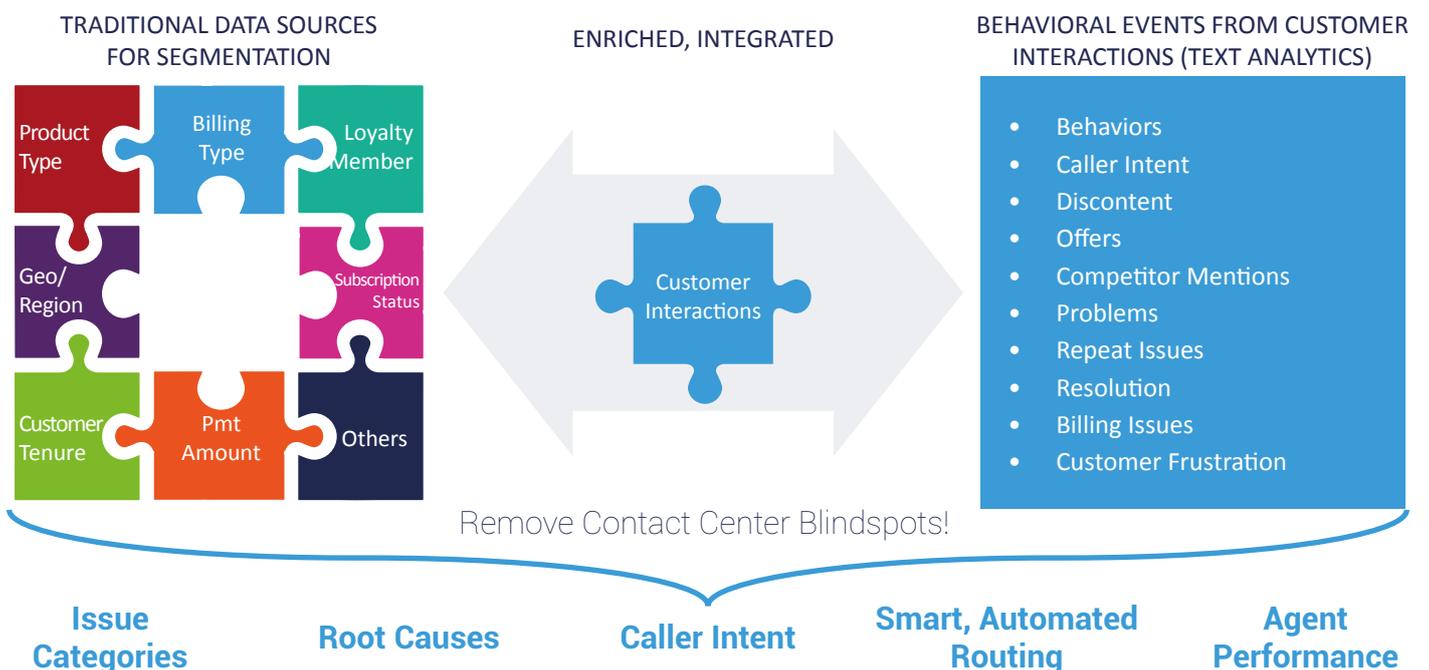
However, in spite of implementing time-tested strategies and "best practices", and collecting as much customer data as possible, contact center managers still struggle to answer the most basic questions, such as "Who are the best performing agents?" and "How can I reduce costs?"

Throughout the customer journey, the contact center is the go-to place for customer questions, feedback, and complaints. Customers voice issues and concerns with your team. Your team documents these interactions, asks questions, and tries to address issues. This interaction data has the potential to enable a thorough perspective on the drivers of contact center costs and inefficiencies. However, companies fail to fully utilize the unstructured and dynamic interactions data, which is typically huge in volume, very dynamic, and dispersed across multiple touch points and contact channels. This customer interaction data is the missing piece of the contact center puzzle.

VOZIQ'S CLOUD-BASED TEXT ANALYTICS SOLUTION

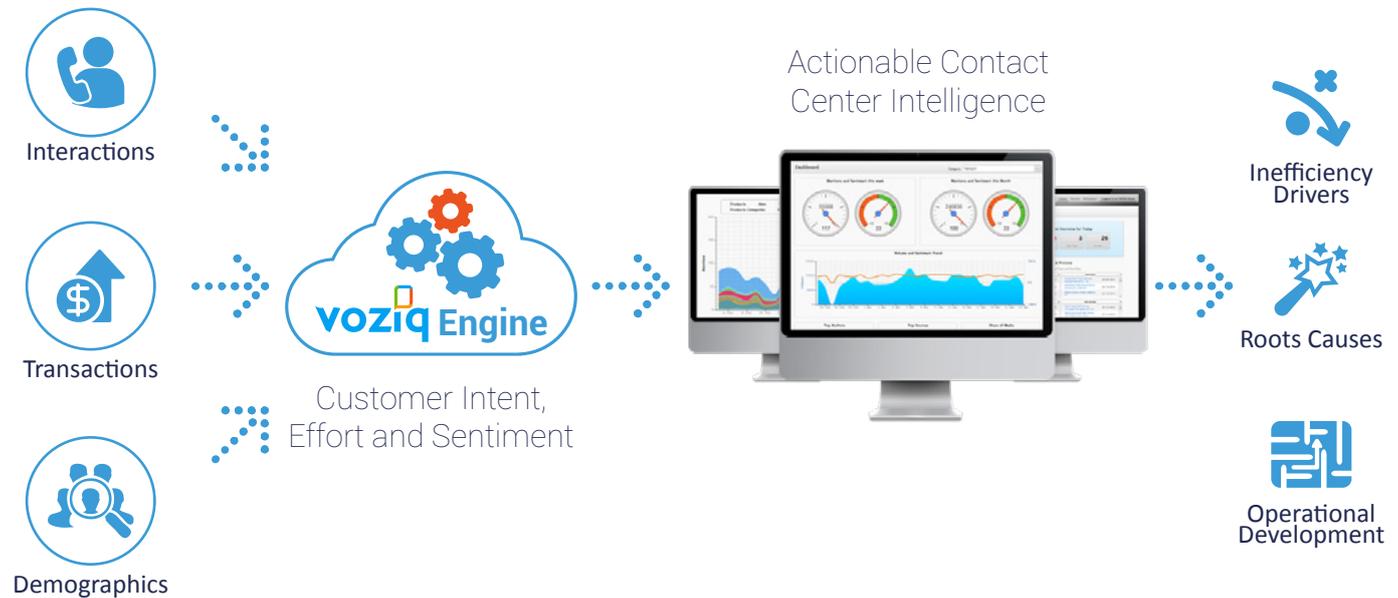VOZIQ's Contact Center Efficiency Solution maximizes the contact center efficiency by delivering a deep and unified iew of operational issues that result in repeat calls and higher call handle time. VOZIQ's cloud-based text analytics platform captures customer interactions and meta-data from multiple contact channels, customer touch points, and disparate contact center systems to create the largest possible sample of operational data points. Advanced text analytics is then applied on this aggregated big-data to identify customer intent, effort and sentiment in order to isolate drivers and root causes of inefficiency and customer dissatisfaction. The solution also delivers top opportunities to optimize processes and agent behaviors, and uses APIs to transfer the contact to the channels with lower cost-to-serve.

VOZIQ's cloud-based big data stack, contact center-specific analytics frameworks and customer success support team result in significant cost savings, and delivers an accelerated and demonstrable ROI from the contact center efficiency solution.

TRADITIONAL DATA SOURCES FOR SEGMENTATION

Product Type · Billing Type · Loyalty Member · Geo/Region · Subscription Status · Customer Tenure · Pmt Amount · Others

ENRICHED, INTEGRATED

Customer Interactions

BEHAVIORAL EVENTS FROM CUSTOMER INTERACTIONS (TEXT ANALYTICS)

- Behaviors
- Caller Intent
- Discontent
- Offers
- Competitor Mentions
- Problems
- Repeat Issues
- Resolution
- Billing Issues
- Customer Frustration

Remove Contact Center Blindspots!

Issue Categories · **Root Causes** · **Caller Intent** · **Smart, Automated Routing** · **Agent Performance**

Deep Contact Center Intelligence for Business Growth

VOZIQ'S CONTACT CENTER EFFICIENCY SOLUTION: UNCOVER & ELIMINATE INEFFICIENCY DRIVERS

You're already collecting valuable data in the form of structured customer records and unstructured customer interactions from IVR, websites, contact center agent comments, quality scores, and so on. VOZIQ's contact center efficiency solution takes in all your existing and new data, runs it through the big data analytics technology, and returns actionable intelligence to reduce operational costs by improving FCR, reducing AHT, and prioritizing self-service automation opportunities. Realize immediate ROI – all from the existing data!

CUSTOMER INTERACTION DATA SOURCES AND INTEGRATIONS

- Aggregate multiple data feeds from IVR menu choices, websites, CTI, and agent call tagging
- Significantly increase sample sizes by adding customer interaction and agent behavior data from agent notes and quality scores
- Integrate with demographic and transactional customer data for segmentation

BREAKTHROUGH BIG-DATA AND TEXT ANALYTICS TECHNOLOGY

- Extensive analytics-driven call categorization using multiple data sources to identify accurate call reasons
- Correlation of volume, transfers, repeat calls, and customer satisfaction scores with call reasons and customer segments
- Text analytics for root causes of volume, repeat calls, transfers, and customer experience

OPERATIONAL EFFICIENCY DASHBOARDS AND REPORTS

- User configurable dashboards with volume and trends of call volume, FCR, and CSAT scores in one place
- Out-of-the-box root cause reports for repeat calls and automation opportunities by issue category, products, customer tenure, geographical locations, revenue groups, etc.
- Role-specific scheduled reports with weekly, monthly, and quarterly trends of call volume, repeat calls, and customer satisfaction trends

OPERATIONAL SUPPORT FOR ROI

- Extensive call categorization, and volume drivers, segmented by day of week and time of day for effective workforce management and scheduling
- Agent performance reports to identify and optimize the gaps between top and bottom agents on chosen KPIs
- Data-driven quality monitoring, coaching, and development by focusing on inefficiency drivers, such as repeat calls, long calls, transfers, etc.

VOZIQ'S MANAGED ANALYTICS SERVICE : DELIVERING ACCELERATED ROI

VOZIQ's Managed Analytics Service offers unmatched time and cost efficiency, delivers immediate value, and saves you the arduous task of setting up an effective analytics operation.

- **CUSTOMER SUCCESS SUPPORT:** VOZIQ's team of experienced and highly qualified analysts work as an extension of your own team, and save you from the hassles and costs of hiring and managing contact center domain experts
- **FLEXIBLE ENGAGEMENT OPTIONS:** Choose the team to be onsite, remote or at an offshore location; change the plan anytime you want and manage costs
- **CLOSED-LOOP EXECUTION:** Our teams follow proven six-sigma DMAIC process from problem definition to measurement, analysis, improvement and ongoing monitoring to ensure sustained value
- **ACCELERATED ROI:** Turn-key solutions that can be up and running in a very short span of time by leveraging your historical data for immediate insights

Transform your contact center with unmatched cost efficiency resulting from VOZIQ's synergy of tools, expertise and processes. of tools, expertise and processes.

Get Free Analytics on up to 1 Million Agent Notes!

See How VOZIQ's Award-Winning Solutions Transform the Customer Experience, Customer Churn, and Critical KPIs in Your Contact Centers.

Leverage your latent contact center data by importing it into VOZIQ's AWS-based VSMART Platform. Our data scientists will help you identify top ROI opportunity and perform multi-KPI analytics for your specific use case.

Executive Summary Presentation, at the end of free trial, covering *Customer Experience Insights Report*, *Top 3 Contact Center Opportunities to Boost Revenue and Reduce Costs*, and *ROI Analysis Report for CX Management Strategies.*

Get $25,000 Worth Predictive Text Analytics Today!
voziq.com/freetrial

ABOUT VOZIQ

VOZIQ turns contact centers into strategic customer intelligence hubs by applying predictive algorithms and text analytics on customer interaction data, and operationalizing that intelligence to improve customer experience. Our cloud-based, award-winning solutions have delivered millions of dollars in ROI by reducing customer churn, cutting operational costs, and offering quickest time-to-value.

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