Tethr® + 〜Red Box

Communications intelligence from every call.

Tethr is a cloud-based communications intelligence platform that integrates seamlessly with the Red Box voice capture platform to capture and analyze customer phone conversations. Leveraging the enterprise wide voice data captured by Red Box, Tethr analyzes entire conversations to understand context and derive meaning, delivering immediate and measurable business value.
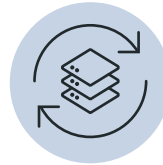
Pre-built insight libraries

Gain immediate value from pre-built libraries, trained by the best research institutes to understand and surface transformative insights.

Enterprise-wide impact

Unlock the value within the voice channel with insights that impact not only customer care but also sales, compliance, marketing and product teams.

Built for citizen data scientists

Easily create new AI-powered insight categories through a simple and elegant interface. No need for expensive data scientists or programmers.

Easy to do business with

The Tethr and Red Box integration enables fast deployment of the combined solution and a simple licensing model.

〜 Red Box

Tethr

Auto-detected insights from every call
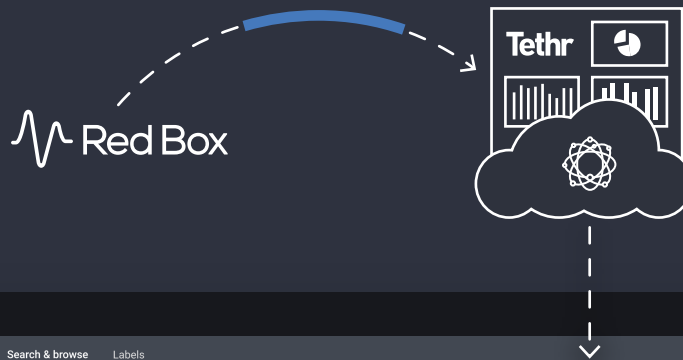
Every call made searchable with accurate transcript

Sync data with your favorite CRM & BI tools

| Dashboard | Reports | Search & browse | Labels |

Austin Service Group – John Dawson

Call Recorded · Agent Advocacy · ...edule Technician · Policy · Thank you

Switch: Website · Business Class · Customer Dissatisfaction · Competitor Mentio...

| Transcript | My notes | Comments | Only show call events |

Agent 0:11 (Call recorded)
Hello thanks for calling I want to remind you that this call may be monitored or recorded how can I help you today

Customer 0:19 (Channel Switch: Website)
I was just on your website trying to active my service but I kept getting an error

Agent 0:31 (Agent Advocacy)
I'm sorry to hear your having troubles activating your service I'll be sure to help you with this today

Customer

Synced with Salesforce

Account: **Sarah Offerman**
Opportunity: **Service Upgrade**
View in Salesforce

Call details

Date
Mar 30, 2018

Tethr and Red Box impact your bottom line:

Red Box is a leading global voice capture specialist, offering 55+ UC and telephony platform integrations (legacy and new). With Tethr and Red Box, organizations can quickly be leveraging high quality audio captured from existing infrastructure, with rich metadata and transcripts of those conversations to deliver CX insights that enable all areas of the enterprise.

▸ Zero-touch IT integration

▸ Optimize customer service experience

▸ Improve sales conversions (cross/up-sell)

▸ Increase customer loyalty

▸ Increase marketing campaign effectiveness
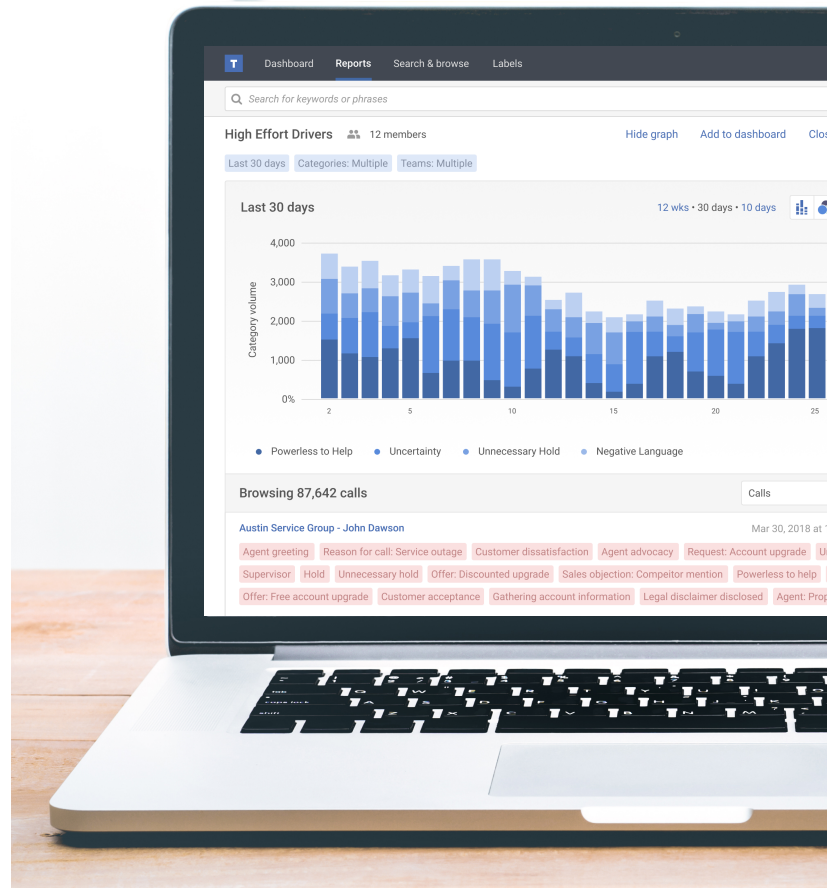
To learn more about Tethr and the Red Box integration email hello@btlnet.co.uk.
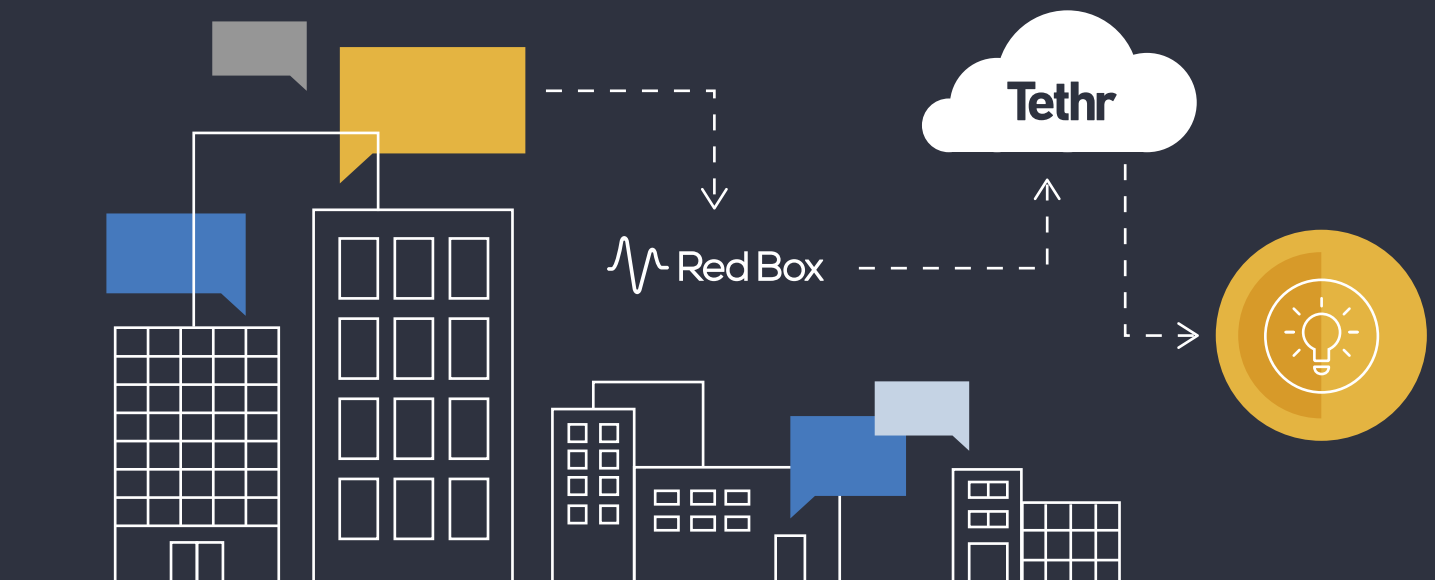
BRITANNIC IS THE TECHNOLOGY PARTNER FOR YOU

When it comes to delivering tailored ICT services for your organisation, it is as much about choosing the right technology partner as it is about choosing the right communications technology. You'll love working with Britannic for our great service, expert technical skills and a real hands-on approach to solving complex ICT challenges.

We are award-winning specialists in voice communications, systems integration and managed services, with over two decades of contact centre experience. Our leading technical expertise and consultative approach has helped hundreds of UK businesses with their Digital Transformation.

We work with you to understand your business goals, processes and culture to develop personalised digital strategies. Discovering your needs, demonstrating technology and designing, building and supporting your integrated solution, enabling you to meet your objectives at your own pace.

ISS, Markerstudy Group, Zoopla, The Kennel Club and Peabody Trust are just a few of the organisations that have transformed their business communications and contact centres with Britannic and Red Box.

As leaders in innovation we are proud to bring disruptive technologies to customers such as: artificial intelligence, Web Real Time Communications and Robotic Automation Processing. Digital Transformation is an evolutionary journey, and we help you to keep it simple and flexible, transforming business communications, processes and improving your customer experience.

We do what we say and deliver on our promise.

We're Your Partner for the Future

With Britannic, you'll discover the possibilities of communications technology, connect people, deliver resilient ICT services to desktops and mobiles, and develop your cloud or on-premise platform with application integrations that make every conversation easy, personal and productive.

btlnet.co.uk

Get in touch today to book your **FREE** Red Box demo