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MaxContact



INCREASING
PRODUCTIVITY AND
COMPLIANCE WITHIN
YOUR CONTACT CENTRE

SPEECH ANALYTICS



SPEECH ANALYTICS

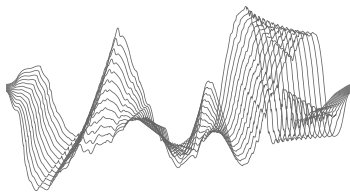
Our Speech Analytics monitors and analyses the interactions within your contact centre in order to identify ways of increasing productivity and compliance. Speech Analytics with MaxContact also offers full transcription of all your interaction channels, from Call Recordings and Emails to SMS and Web Chats.



Automated Speech Transcription can classify calls automatically and provide a better understanding of the component parts of every interaction. Automatic analysis of call components provides a true picture of agent performance and can be used to compare calls to projected benchmarks. Sentiment within interactions can also be identified based on the incidence of positive or negative words and phrases.



SPEECH ANALYTICS



Auto-Completion of quality assessment forms can save time and money by highlighting high risk or low-quality calls to the Quality Assurance and Management Teams.



MaxContact Speech Analytics not only completes analysis of customer interactions but also allows the information to be presented to employees in easy to understand formats, such as Live Dashboards.



Historical reporting with trend analysis is another key component of the system. With root cause analysis, you can identify the reasons behind each received interaction or changes in interaction volumes.

KEY BENEFITS

INCREASED ACCURACY

When compared to other Speech Analytics tools on the market, MaxContact's levels of accuracy are clearly market leading, making it the best solution for enhancing customer experience and rapidly returning on investment.



SOFTWARE AS A SERVICE

Gone are the days when Speech Analytics required large capital expenditure and was, therefore, only available to blue chip organisations with technology budgets of millions. MaxContact Speech Analytics is available at an economical monthly cost allowing it to easily become part of your operational running costs.

QUALITY MANAGEMENT

MaxContact allows you to build Quality Assurance Forms for each area of your business and ensure that calls are graded and scored to your requirements. Calls can be automatically scored against Quality Assessment Forms or delivered via workflows to the work trays of the Quality Assurance Team. Interactions can be automatically tagged and categorised by type, e.g. complaint, compliance or wow call. Assessment Calibrations allow the Quality Assurance Team's performance to be monitored and ensure consistent assessment of interactions across the entire contact centre.

MAXIMISE PERFORMANCE

MaxContact Speech Analytics drives performance by allowing every agent interaction to be checked for cross selling opportunities, the use of best practice and appropriate closing techniques. Valuable information can be mined from live and recorded interactions, such as competitor information and common objections, which can then be used for further training. Agents are quickly presented with scores on their interactions, including areas of concern and suggestions for improvements, rapidly increasing their future chances of success.



DRIVE COMPLIANCE

Unlike contact centres that complete small percentages of manual quality assessments, MaxContact Speech Analytics analyses every customer interaction and, therefore, significantly improves compliance monitoring.

We have found that in a typical contact centre environment just 4.8% of all calls are analysed for compliance, quality and best practice meaning that, without Speech Analytics, over 95% of customer and prospect interactions are not monitored.

With regulation and compliance levels becoming tighter, the cost of ensuring compliance is significantly increasing. MaxContact Speech Analytics increases your compliance by monitoring 100% of interactions, 24 hours a day, 365 days a year, whilst reducing staffing costs.

WHO WILL USE SPEECH ANALYTICS?

Speech Analytics is used across a wide selection of industries, from Business Process Outsourcers (BPO's) and Debt Collection to Utility Providers, Insurance and countless more between.



Agents – Will receive feedback on their interactions and can be part of the reviewing process with self-assessment.

Team Managers – Can identify anomalies within their team's performance, team members who need help achieving KPI's or team members who aren't following processes.

Call Centre Manager – Trend Analysis can help identify struggles to hit SLA's, as well as how these might be linked to customer interaction volumes.

Compliance Manager – Speech Analytics provides confidence that all customer interactions are being analysed and that potential complaints are highlighted immediately to ensure quick resolutions.

Managing Director – Total visibility across the business to ensure maximum efficiency and productivity in a compliant manner.