

# Encore Speech Analytics

Discover the Hidden Potential in Your Recorded Conversations



## Highlights

- Verify compliance with industry standards and regulations
- Analyze the effectiveness of marketing campaigns
- Gather business intelligence and product suggestions
- Review service issues for root cause analysis
- Phonetics-based method makes searches quick and easy.

**Every day your customers discuss important matters with your contact center representatives, yet reviewing each conversation to identify potential compliance risks, product suggestions and critical feedback about your business requires staff resources most businesses just don't have. Now, you can gain access to this valuable data with Encore's Speech Analytics. Discover the hidden potential in recorded conversations to dramatically improve business.**

## Gain Valuable Knowledge from Everyday Conversations

Encore's Speech Analytics is designed to help businesses dig deep into their recorded conversations and spot important, actionable information that allows them to:

- Verify the business is in compliance with industry standards and regulations
- Analyze the effectiveness of marketing campaigns
- Gather business intelligence by understanding customers' product and service suggestions
- Review unresolved service issues for root cause analysis and process improvement

Encore's Speech Analytics can process and mine through thousands of hours of customer interactions quickly, providing you with the data you need to make critical business decisions. This phonetics-based method scans recordings to identify a defined string of phonemes, the smallest units of sound that constitute a language. Encore speech analysis even allows you to search for industry jargon, acronyms, product names, and new words without having to update a dictionary.

## Focus Your Effort on Relevant Recordings

Consider a company that has become increasingly concerned about a sudden rise in order cancellations and would like to identify and review all relevant recorded conversations. With the Encore Speech Analytics tool, a "search pack" is created that includes the various ways customers may communicate their intention to cancel. Examples include:

- "Cancel my order"
- "I need to cancel my order"
- "I need to cancel Product X"

The Encore Speech Analytics engine scans all recordings, identifies cancellation-related calls and stores them for further review and analysis. Then, to help managers quickly review the relevant portions of the recordings, Encore tags the exact location within each recording where the matching phrase is located. Encore Speech Analytics provides business intelligence not otherwise discovered, and also reduces the time and resources required for quality management.

## About dvsAnalytics

dvsAnalytics is a leading provider of workforce optimization software including call recording, quality management, analytics and workforce management solutions for enterprises and contact centers. For more than 30 years organizations have relied on dvsAnalytics' proven technology, innovative solutions and quality services to develop their workforce, optimize the customer experience and improve productivity.