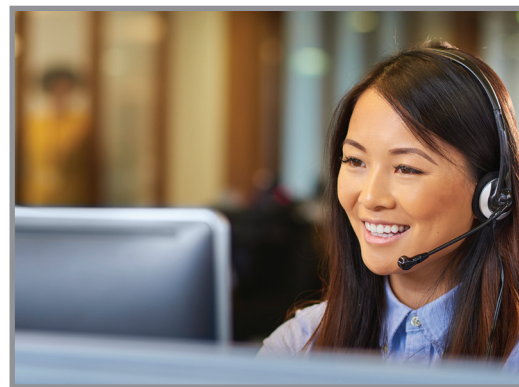# Verint Real-Time Speech Analytics

Increasingly, many organizations want real-time access to the actionable intelligence in customer conversations to help them deliver better service, take advantage of sales opportunities, improve compliance, and enhance service recovery.

Verint® Real-Time Speech Analytics™ can help. This powerful capability is an add-on to Verint Interaction Recording™ and works in combination with Verint Speech Analytics™ and functionality from Verint Desktop and Process Analytics™ to "listen" to voice interactions as they happen and identify opportunities to guide interactions toward better outcomes for your customers and organization.

The solution capitalizes on the outstanding speed and accuracy of Verint's proven speech analytics engine, which combines phonetic recognition with full transcription of calls. It applies rules to detect sentiments and the presence of user-defined words and phrases of interest during live calls. As the solution identifies matches, it triggers alerts that provide your employees with emails, pop-up messages, notifications, coaching prompts and/or process guidance to handle the situation.

Verint Real-Time Speech Analytics can help your organization:

- Ensure regulatory compliance with government regulations, industry mandates, and internal organizational policies by detecting anomalies, such as missed or improper identity verification or disclosure failures. This can help you avoid costly fines and penalties while reducing the risks associated with liability exposure.

- Enhance customer retention and service recovery initiatives by providing employees with specific guidance on retaining customers. This can help lower churn and the associated high cost of acquiring new customers to sustain growth.

- Increase sales by prompting employees with relevant promotions and complementary products and services.

- Increase first contact resolution, thereby increasing customer satisfaction.

- Enhance coaching opportunities by alerting supervisors to specific issues, such as use of profanity and/or escalating emotion, enabling them to immediately listen in and intervene to provide in-the-moment corrective action.

With Verint Real-Time Speech Analytics, you can identify opportunities to guide voice interactions toward better outcomes in real time.

Key Benefits

- Reveals opportunities to guide voice interactions toward better outcomes in real time.

- Facilitates enhanced compliance with government regulations and internal policies.

- Helps enhance customer service and service recovery programs.

- Helps increase sales by providing employees with just-in-time information on relevant promotions.

VERINT®

Realize the Benefits from a Unified Solution

Verint Real-Time Speech Analytics is part of Verint's unified suite of solutions for analytics and workforce optimization. Used in tandem with Verint Speech Analytics, Verint Interaction Recording, and functionality from Verint Desktop and Process Analytics, it can deliver broader and richer context relevant to the interaction by incorporating non-linguistic attributes, such as employee desktop activities and events, CTI data, employee skills, and other related content:

- Verint Interaction Recording captures audio interactions for use by Verint Speech Analytics and Verint Real-Time Speech Analytics.

- Verint Speech Analytics identifies trends and root causes, and automatically categorizes calls, helping employees focus on specific issues and opportunities during the interaction.

- Verint Desktop and Process Analytics adds employee desktop screen information and events to the linguistic attributes.

Add Solutions for Even Greater Insight

You can realize even greater value from your solution by the optional addition of Verint Performance Management™ and Verint Knowledge Management™.

- Verint Performance Management provides scorecards that add information on employee skills and key performance indicators. This data can be used by the rules engine to deliver guidance only to the employees who need it.

- Verint Knowledge Management can deliver pertinent knowledge and next best actions to employees and supervisors via context-based alerts and screen pop-up messages during interactions, helping facilitate a successful close.

Part of the Verint Customer Engagement Portfolio

Verint Real-Time Speech Analytics is part of a patent-protected portfolio of customer engagement solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

Benefit from World Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® is a global leader in Actionable Intelligence® solutions with a focus on customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries — including over 80 percent of the Fortune 100 — count on Verint solutions to make more informed, effective, and timely decisions.

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