

Verint Speech Analytics

Competitive advantage often depends on anticipating and addressing market needs faster than other organizations. And few things can tell you more about your business and market than the voice of your customers.

Verint® Speech Analytics™ provides advanced functionality that can automatically surface intelligence from thousands – even millions – of recorded calls, so you can take action quickly. This next-generation analytics solution can reveal the intelligence essential for pinpointing cost drivers, trends, and opportunities; identifying strengths and weaknesses with processes and products; and understanding how your offerings are perceived by the marketplace.

Right out of the box, Verint Speech Analytics can provide sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern. Going beyond merely isolating words used repeatedly during a specific time period, Verint's conversational analytics can identify and group words that are different, but contextually related to a particular topic, such as relating *overage*, *minutes of usage*, and *late charges* to "fees."

With this innovative functionality, you can quickly build categories that reflect current customer issues and concerns across thousands of calls, helping you take action right away. You don't even need to tell Verint Speech Analytics what to look for – the solution can identify themes automatically, continually refine them, and add new themes over time. It's a practical and powerful way to help business users continually stay on top of customer perceptions and what's being said during calls.



Verint Speech Analytics can perform automatic theme discovery on recorded calls to identify and group words that are contextually related, helping you easily spot rising trends and potential issues.



Key Benefits

- Helps optimize customer engagement and omnichannel service strategies across assisted and self-service channels by revealing process-related opportunities, points of failure, and technology barriers.
- Helps reveal occurrences of non-compliance and fraud across 100 percent of phone interactions.
- Provides insights for improving agent performance, call handling efficiency, and accountability.
- Helps accelerate speed to insights and return on investment with a solution designed to facilitate ease of operation and expansion.

Gain a Deeper Understanding From Your Data

Verint Speech Analytics capitalizes on semantic intelligence and over 70 patented technologies to provide a deeper understanding of the meaning and context used in conversations.

You can search for an unlimited number of terms by keyword, phrase, or business category — even zero in on emotional calls. An intuitive user interface provides guided search capabilities, workflows, and views that can make it easy to understand, display, and share information.

Verint Speech Analytics can process up to 100 percent of calls — a benefit for compliance scenarios — and provide results within seconds. It can categorize call content with high accuracy, including accents, dialects, and slang, and can be customized to accommodate specialized words, such as industry terminology. Software-based speaker separation can help you discern who said what, even in mono recording environments. The solution can compare the words and phrases between two specific call subsets to help you better understand and determine root causes of customer satisfaction.

Optimize Customer Engagement

You can deploy Verint Speech Analytics together with Verint Text Analytics™ to converge insight from your text and voice channels efficiently — a significant benefit for delivering omnichannel customer service. The solution can help you gain a deeper view into customer journeys, wants, and concerns, and take targeted action quickly. It's a crucial capability that can help your organization optimize customer engagement.

Choose Deployment Options To Meet Your Business Needs

Verint Speech Analytics is available as a premise-based or SaaS solution, which offers functionality and data security comparable to traditional deployments while helping to reduce start-up times and costs, and simplify system administration. Either way, the solution can share data with Verint's workforce optimization, quality monitoring, and recording solutions, helping you leverage data from phone interactions in other business processes and decision making.

Part of the Verint Customer Engagement Portfolio

Verint 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.


Americas

 info@verint.com

 1-800-4VERINT


Europe, Middle East & Africa

 info.emea@verint.com

 +44(0) 1932 839500

Asia Pacific

 info.apac@verint.com

 +(852) 2797 5678

 verint.com

 twitter.com/verint

 facebook.com/verint

 blog.verint.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verint Systems Inc. is strictly prohibited. By providing this document, Verint Systems Inc. is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Features listed in this document are subject to change. Not all functionality is available in all configurations. Please contact Verint for current product features and specifications. All marks referenced herein with the ® or TM symbol are registered trademarks or trademarks of Verint Systems Inc. or its subsidiaries. All rights reserved. All other marks are trademarks of their respective owners. © 2017 Verint Systems Inc. All Rights Reserved Worldwide. 10.2017