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.

Now you can:

- Optimize customer engagement and omnichannel service strategies across assisted and self-service channels by revealing process-related opportunities, points of failure, and technology barriers.

- Reveal occurrences of non-compliance and fraud across 100 percent of phone interactions.

- Provide insights for improving agent performance, call handling efficiency, and accountability.

- Accelerate speed to insights and return on investment with a solution designed to facilitate ease of operation and expansion.

VERINT®

Verint Speech Analytics

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.

The Customer Engagement Company™

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