

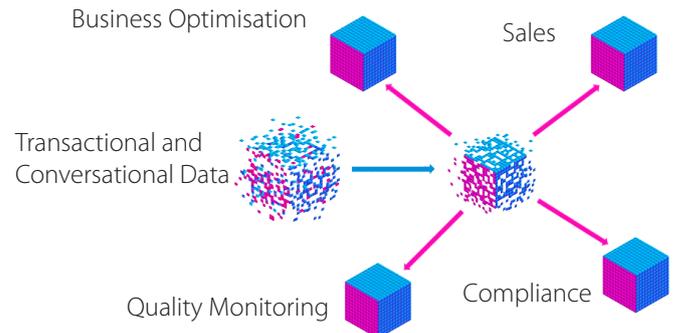
Conversational Intelligence that enables customer contact centres to truly understand, improve and automate high value voice and text data

Analyse millions of voice and chat interactions

CORE leverages your current technology to deliver an omni-channel interaction platform that delivers advanced insights and actions, fuelled by the latest AI & NLP technology.

Out-of-the-box, CORE delivers four pre-templated use cases for compliance, quality monitoring, sales and business optimisation. With a total of 16 metrics and 12 KPIs.

Add CORE to your contact centre to enhance the true value of your conversations.



Automatically uncover hidden insights and stay compliant.



Automate and improve business processes

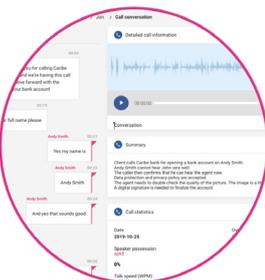
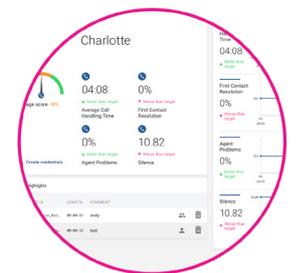
Capture actionable intelligence and uncover insights every time your customers interact with you. Turn that captured data into meaningful insights that will optimise and transform your business, with a key focus on people, process and automation.

Core delivers business use cases and defined metrics to drive increased revenue and customer experience, whilst ensuring brand and regulatory compliance and a reduction in costs.

Have better conversations by understanding your conversations

Understand your sales interactions, and why your customers are calling. Know if your competitors are mentioned on the call and whether the sales team is on track. Identify customer needs, challenges and objections.

World class multi-language speech-to-text technology, tuned to business and industry lexicons, built from the ground up and coupled with the latest in AI, NLP and NLU, are key to uncovering actionable insights across all contact channels. Pre-templated KPIs enable you to manage your agents and ensure they are equipped to deliver the best customer experience.



Uncover hidden insights and root cause, to effect change

Use specific metrics based on topics, sentiment, question and silence detection, to gain understanding of all interactions, in order to identify key topics, trends and root cause to effect business process changes and transformation.

Manage brand and regulatory procedures and specific compliance performance indicators to protect your business and your customers, by leveraging insights from conversational data, word cloud and advanced topic detection.

Out-of-the-box - 4 use cases, 16 metrics, 12 KPIs



Average Call Handling Time

Average Handling Time is a key measure to enable contact centres to learn how long customer interactions take.



Silence Detection

Silence detection can help identify agents that have significant or frequent pauses when speaking to customers.



Overtalk

Identify agent and customer frustrations. Is the caller and agent talking over one another? This could highlight lack of understanding, sentiment, and training.



Competitors

Highlight when competitors are mentioned. Understand price or product threat, and if your customers are looking to churn.



Call Reasons

Enable users to track specific terms such as marketing campaigns, reasons for why your customers are calling, churn or confirmation of conversations or topics, etc ...



Agent Script Adherence

Contact centre agents that fail to follow a mandatory script or business process can lead to issues with customer satisfaction and brand damage.



First Contact Resolution

Are you staffed adequately with trained agents? Can they answer questions and provide information without having to transfer or escalate the call?



Agent Problems

Score and coach agents based on their performance. Know when it's an agent that is not performing rather than events outside of their control, e.g. system issues.



Sales Qualifiers

Gain a better understanding of how well your sales strategies and marketing campaigns are performing, and how successful your sales team is at converting leads.



Discounts

Ensure that your agents are mentioning discounts at the right time of a sales cycle. Is it the agent or the caller that is asking about discounts? Ensure consistency of teams.



Call Avoidance

Understand broken processes. Should a call have been passed to a live agent or could it have been self-served? Ensure IVR, scripts and call routing are correct.



Statements

Ensure that agents follow brand and regulatory compliance, in order to maintain customer experience and mitigate business risk.

Pre-templated use cases and KPIs, that deliver value and ROI, right out-of-the-box.



Key Features

Out-of-the-box design, easy to implement. Rapid time to value and immediate ROI.

Cost-effective and scalable, from 20 agents to 2,000+.

Simple and flexible agent-based pricing model.

Integrate with your current contact centre solution.

Customisable dashboard UI.

In-house speech-to-text engine, tuned to your data.

Cloud or on-premise deployment options.

LEARN...AUTOMATE...IMPROVE