# opentext™

# OpenText™ Qfiniti Live Cloud Edition (CE)

Leverage real-time speech analytics to gain superior customer insights and provide real-time guidance to your contact center agents



**Improve agent performance**, reduce caller frustration, and help prevent employee churn

**Increase customer retention** by solving issues on the first call

**Identify customer real needs** and realize upselling opportunities

**Detect agent call handling** deficiencies and improve call quality

**Qfiniti Live's real-time analytics applies speech processing and sentiment analysis to live conversations. Providing context sensitive information to contact center agents. Agents gain, in real-time, invaluable customer insights that help them adapt and tune their conversations to provide a better overall customer experience, reduce agent effort, drive first call to resolution and greatly increase customer satisfaction.**

Listening to your customers is a key component of customer loyalty and encouraging near flawless conversations increase customer satisfaction and improve the overall customer experience. Organizations need to differentiate themselves and as such they are looking for solutions that understand phone conversations in real-time and automatically alert contact center agents or customer service representatives with the most contextual thing to say, live on each call. This is in contrast to the traditional speech analytic solutions that illustrate recorded call information only after the fact which is a loss opportunity to make a difference by enabling agents to provide the most precise information to their customers.

Organizations that value high-quality phone conversations gain the most from real-time speech analytics. The call's value is the essence of it all. As the call value surges so to get conversation right. With Qfiniti Live real-time speech analytics, call center agents will receive on-the-call guidance throughout their customer call engagement. Qfiniti Live will safeguard an agent's ability to say the correct information or context during every single customer conversation. With Qfiniti Live's powerful, real-time speech analytics engine your contact center agents will effectively use the correct conversation protocol on every single phone call.
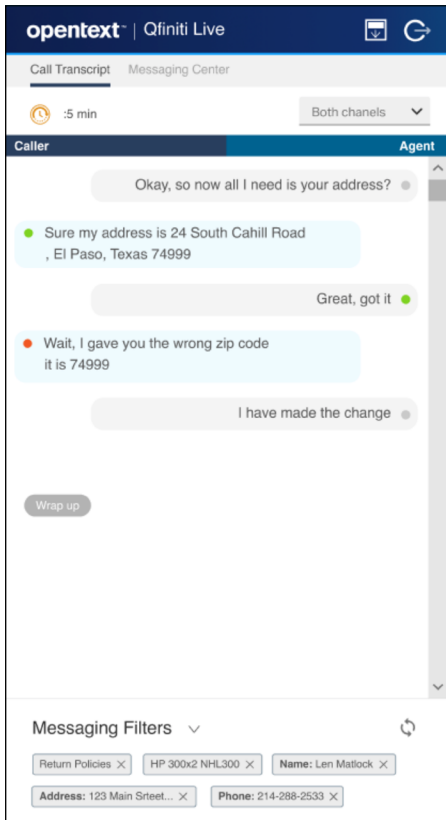
Real-time caller diarization with visual sentiment cues
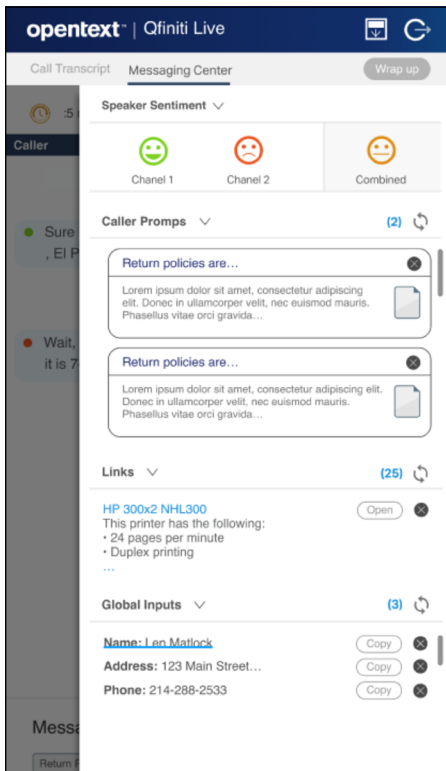


Agent aid prompts based on caller sentiments

## Reduce Customer Service Response Times

Because Qfiniti Live real time speech analytics capability, is fully integrated into our Qfiniti Product Suite your organization will be able to take advantage on the intrinsic capabilities the solution has in listening to a customer expressing a concern about a product. Qfiniti Live will understand the nature of the concern, on the spot, and it will present the agent with decision support information that can be used to solve the customer's problem in a timely manner. This will have a positive impact on several contact center Key Performance Indicators (KPIs). The real-time speech analytics solution will detect customer questions and automatically provide agents with correct answers, reducing overall wait times and avoiding errors. The solution is a capable of recognizing what the customer is complaining about. Enterprises with multiple product or service offerings, can differentiate themselves, elevate their brand and increase CSAT and NPS scores.

## Uncover a sales opportunity during a call

During an active support call, the customer might have mentioned a topic unrelated to the matter being discussed with the agent. The agent does not connect the customer topic to a sales opportunity because for one, the agent does not consider it as important topic because it was totally unrelated to the matter at hand. Alternatively, the agent is not aware of the most recent marketing sales offering available promoting a new product or service. However, with a real-time speech analytics solution in place the business will not miss out on the sale opportunity because it will recognize the topic being discussed in real-time against the predefined sales matching rules and immediately the agent will be notified on the active sales promotions and any other product or services that match the need of the customer.

## Improve customer retention rates

Spot risk keywords and phrases as they occur and prevent the customer from returning your product, cancelling your service or contract. Based on the keywords and phrases the agent and customer have spoken, real-time call auto scoring can trigger signals that can prompt agents to transfer that call to a loyalty specialist to correct the customer's situation. Alternatively, that same trigger threshold can be used to alert contact center supervisors to intervene while the customer is still on the line with the agent. Then, the supervisor can apply any retention strategies available and apply them accordingly to prevent the customer from cancelling, asking for a refund and leaving your business for good.

## Boost agent training and quality

Qfiniti Live helps you to easily identify underperforming agents that lack product knowledge or have insufficient awareness of company policies. Managers and trainers will be able to correct poor agent behaviors, take corrective actions and make the necessary staffing adjustments to prevent customer dissatisfaction and costly repeat interactions.

## Reduce compliance and legal risks

Real-time analytics can be leveraged to help your organization identify and reduce legal risks in an ever-changing regulatory environment where it is hard for agents to be aware of what can or cannot be said. Qfiniti Live can automatically detect high risk statements and trigger corrective guidance during the live call. Prevent costly penalties or lawsuits that can have a negative effect on the company's bottom line and overall profits.

Qfiniti Live provides agents with instant and personalized coaching based on live analysis. For agents it is like having a virtual and personal coach on every call to

point out their mistakes and guide them through call script, problem resolution and key words adherence. Rest assure that agents are far more likely to provide all the necessary information during the first call. Therefore, Qfiniti Live will improve your agent performance and result in significant improvements in key metrics such as in first call resolution and average handle times, and customer call backs.

| Feature | Benefits |
| --- | --- |
| Real-time sentiment | Automatically track agent and caller sentiment throughout the call. |
| Assisted data entry | Create information buffers so that agents can paste information directly into forms. |
| Real-time transcription display | Display live transcriptions on agent desktop. |
| Call summary | Provides call summarization immediately after live call is terminated. |
| Speech-to-text microservice | Speech-to-text cloud native microservice that can support multiple cloud environments. |
| API | Interface ready that supports customer-built applications for next best action and big data analytics. |
| Rules engine | Rules engine that connect inputs to actions throughout the Qfiniti suite of applications. |
| Real-time STT scheduler | Real-time speech-to-text scheduler to define which agents, teams and calls get transcribed in real-time for on the spot analysis. |

| Interaction Recording | Desktop Control | Performance Management | Desktop Analytics | Customer Surveys | Workforce Management | Online Training | VoC Analytics | Analytical Scoring | Real-Time Speech Analytics |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Multi-channel Capture | Muting and Masking | Quality Monitoring | Application Monitoring | Multi-channel Surveys | Scheduling and Forecasting | Integrated e-Learning | Multi-channel Connectors | Automated Scoring | Decision Engine |
| PCI DSS Compliant | Metadata Attach | Evaluation Planning | Real-Time Guidance | Inbound and Outbound VoC | Mobile Engagement | SCORM Compliant | Centralized VoC | Speech Enabled | Real-time APIs |
| **Qfiniti Observe** | **Qfiniti ICE** | **Qfiniti Advise** | **Qfiniti Optimize** | **Qfiniti Survey** | **Qfiniti Workforce** | **Qfiniti Expert** | **Qfiniti Explore** | **Qfiniti AutoScore** | **Qfiniti Live** |

**OpenText Qfiniti Cloud Edition (CE)**
Workforce Engagement Management

**opentext**™ | Cloud    **Qfiniti Managed Services**
Managed and Cloud Services    **amazon** web services | Partner Network

## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

## Connect with us:

- **OpenText CEO Mark Barrenechea's blog**
- **Twitter** | **LinkedIn**

**opentext.com/contact**