

Speech Analytics

Advanced Audio Mining

powered by **nexidia** 

Noble® Speech Analytics leverages large volumes of recorded conversations to gain actionable business intelligence. As part of a unified contact center platform, SA makes it possible to use the analyze call recordings to spot trends, identify underlying reasons for customer calls, improve your quality assurance programs, measure script adherence, determine training needs, and much more. A compelling solution for enterprise organizations, SA can help reduce operating expenses, improve quality, enhance the customer experience, increase revenue, and reduce corporate liability.

Gather Customer and Market Intelligence from Call Recordings

Enterprise Speech Intelligence (ESI) works with audio files from Noble Recorder to provide tremendous customer and market intelligence. These recordings hold the key to understanding the interactions between your agents and your customers. This insight into why and when your customers are calling, who they are talking to, why multiple calls are needed to resolve issues, what processes cause customer frustration, and whether your agents are providing an appropriate level of service will help you improve customer service and increase customer satisfaction.

Analyze Conversations Quickly and Easily with Phoneme Technology

Noble SA breaks language into “phonemes” (the smallest unit of human speech). Searches using phoneme pattern-matching are executed on all words and phrases, including blended words, proper names, slang, code words, and non-standard grammar patterns. Users can search large volumes of recorded audio quickly, accurately, and can denote contextual and emotional relevance – similar to searching in a web browser. The results can be measured and analyzed within days instead of months, even for large volumes of calls.

Optimize Audio Searches and Results

Our *Forensic Search* feature allows users to quickly and easily create ad-hoc searches of large sets of audio to find specific conversations and recordings. The system will ‘learn’ audio search patterns within the organization and can intelligently tune and adapt the application, resulting in highly-optimized searches and results.

Improve Agent Training and Performance

As the most expensive resource in your organization, how your agents interact with your customers on the front-line is crucial. SA will help you identify areas in which your agents are succeeding and where there is room for improvement. You will learn if agents are adhering to scripts and when they may be missing opportunities. The exclusive *Language Assessor* automates the labor-intensive language skills assessment process to match an agents’ language skills to the desired level of fluency.

Manage Programs More Effectively with Real-time Monitoring

Noble offers a new level of automation in speech searches by embedding them directly within your agent applications. Using real-time monitoring, your search queries are executed in real-time, while the call is in progress. When the phrase or phrases are spoken by your customer or agent, the system can automatically prompt assistance pop-ups or script branching rules, or even alert a supervisor for action.

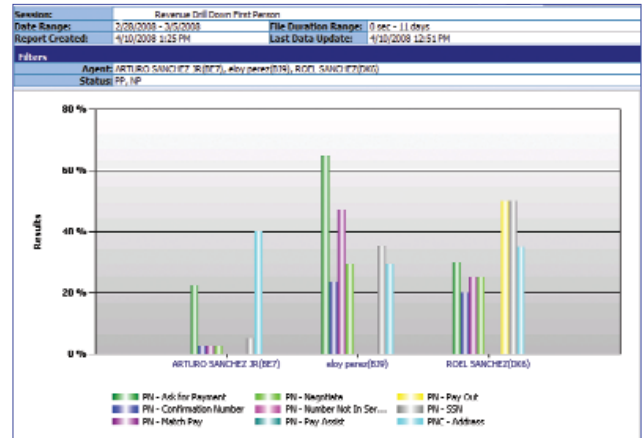
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Speech Analytics functions as an early warning system, providing the tools to rapidly & unambiguously identify trends or issues, allowing the enterprise and individual managers to respond faster than was possible in the past.

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- > Fully Unified Platform : integrated solution combines the power of Noble's agent desktop, recording, speech analytics & reporting into a single platform
- > Agent Monitoring for Compliance to Scripts & Programs : automatically listen to up to 100% of recorded calls to find out immediately how agents are performing on key metrics
- > Real-Time Monitoring works with the Composer Agent Desktop or in custom desktop applications using SDK
- > Intuitive User Environment : easy to use for both casual users and power users
 - Casual Users can conduct ad-hoc mining of calls based on a combination of call attributes and speech analysis
 - Power Users can perform very detailed audio investigation using the same capabilities
- > Interactive Reports : sort & view data in different formats and share with other users, based on security profiles
- > Workflow Capabilities : calls can be annotated & assigned to specific users through the review process
- > Applicant Screening with Language Assessment Tools : save time & money evaluating new applicants for language skills in pronunciation and fluency



You can use Speech Analytics technology to dramatically increase your contact center performance and lower your costs.

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Tens of thousands of agents at 4,000+ client installations worldwide conduct business using the award-winning Noble platform for inbound/outbound/blended communications. The scalable, integrated Noble solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting and workflow, workforce management, and real-time reporting and management tools. Call 1.888.8.NOBLE.8 or visit Noble Systems online at www.noblesys.com.



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