

Noble® Real-time Speech Analytics

Live Interaction Screening for Immediate Results

powered by



Noble® Real-Time Speech Analytics (RTSA) gives you the power of personalized coaching on every call. RTSA solutions take the advantages of traditional speech analytics for analyzing calls and raises the technology to the next level, providing feedback of live calls as they are happening. The ability to take action quickly while conforming to best practices and compliance regulations results in a better customer experience, improved customer satisfaction, reduced costs, decreased customer and agent churn, and increased revenues.

Provide More Responsive Service with Real-time Screening

Noble RTSA “listens” to every agent interaction, providing a virtual coaching partner for each agent. Using a library of user-defined phrases, Noble RTSA monitors each call and triggers an alert when a phrase is detected during a conversation or when a phrase is not detected in the agent or called-party side of the interaction, based on the conditions defined for the campaign. Alerts can be sent to managers via the *Noble Harmony* web manager interface or to agents using the *Noble Composer* agent desktop.

With access to real-time information and decisioning tools, agents can respond immediately to emerging issues as they are happening. This allows them to answer a question or resolve an issue more efficiently, or to take advantage of the potential for a new sale or service upgrade. The system can also notify a manager that an agent needs assistance with a difficult caller.

Management & Agent Alerts

Management receives RTSA alerts through the Agent Stations views in Harmony. Whenever a user-defined phrase or phrases are detected, the agent stations icon will display an alert. Managers can click the alert for more information, to mitigate the issue immediately by initiating coaching or barging into the call. The issue can be resolved while the customer is engaged to improve customer satisfaction, rather than finding out about the problem after the interaction is over, so that a resolution is delayed and additional time and costs are required for follow-up.

Agents receive real-time alerts on the desktop application, such as Composer, while the agent is still connected to a call. In Composer, the agent workflow is configured to present information that is relevant to the context of the conversation, based on triggers identified by the RTSA. This feature can also be used to automatically coach an agent or an existing agent in a relatively new area, reducing the handle time as the agent does not have to search for information or ask for help on how to handle the situation.

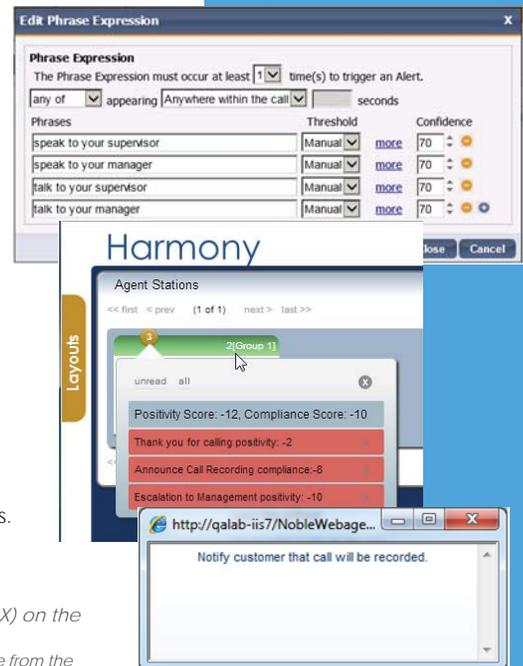
Interaction Scoring

Phrase detection can also be categorized into two scoring factors for each call, aiding in performance management.

- **Compliance Score:** measures agent conformance with rules, regulations or best practices. Compliance factors are critical to the agent achieving the objectives of the call, as well as to the organization’s overall regulatory compliance programs.
- **Positivity Score:** uses phrases or sentiment detection to indicate that a call is going positively or negatively. A higher score indicates that it is a positive call, with a higher chance of getting the desired outcome, while a negative score signals that the call is not following your organization’s best practice standards.

Noble’s Real-time Speech Analytics solution is a tactical, agile, live monitoring and decisioning solution enabling your contact center to respond immediately to emerging issues and new opportunities as they happen.

Noble RTSA screens calls based on user-defined rules, and sends Manager and Agent Alerts when a condition is detected.



**Noble RTSA functionality requires the use of Noble Harmony and Noble Composer (version X) on the Noble SIPhony platform.*

**Noble Speech Analytics and RTSA is Powered by Nexidia® Interaction Analytics, manufactured under license from the Georgia Tech Research Corporation, U.S.A. Patent Pending.*