

Noble® Conversations Analytics Now

Real-time Speech Analytics Improves Service with In-Call Screening

Noble® Conversations Analytics Now accelerates the intelligence gained from traditional speech analytics by analyzing live interactions and providing immediate feedback as they are happening. With real-time speech analytics (RTSA), Conversations Analytics Now acts like a personalized coach on every call, to identify issues and opportunities, suggest actions, check quality and compliance, and rate the experience. The ability to take action quickly while conforming to best practices and compliance regulations results in a better customer experience, improved customer satisfaction, decreased customer and agent churn, reduced costs, and increased revenues.

Real-time Screening for More Responsive Service

Noble Conversations Analytics Now "listens" to every agent interaction, providing a virtual coaching partner for each agent. Using a library of user-defined phrases, Noble's real-time screening monitors each call and triggers an alert when a conditioned phrase is detected (or is not detected) during a conversation in the agent or called-party side of the interaction. Alerts, suggestions, and reminders are pushed to the agents using the Noble Composer Agent Desktop and appear automatically in the agent workflow.

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

Management & Agent Alerts

Whenever a user-defined phrase or phrases are detected (or not detected), Managers receive automated alerts in the Noble Harmony Manager Desktop. An alert icon is displayed for the active agent and 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 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 identified triggers. This feature can also be used to automatically coach an agent, reducing handle time by eliminating agent searches for information or manager help requests 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. Conformance factors are critical to achieving call objectives, as well as to the organization's overall regulatory compliance programs.
- **Positivity Score:** uses phrases or sentiment detection to indicate whether 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 real-time speech analytics functionality requires the use of Noble Harmony and Noble Composer (version X+) on the Noble SIPhony platform.*

Noble Conversations Analytics Now is an agile live monitoring and real-time speech analytics and decisioning solution which enables your contact center to respond immediately to emerging issues and new opportunities as they happen.

Screen calls based on user-defined rules, and sends automated Alerts to Managers and Agents when a condition is detected.

The screenshot displays the 'Add Conversation Analytics Now Event' configuration window. It includes tabs for General, Phrases, Sentiment, Reporting, and Metadata. The 'Phrases' tab is active, showing a search filter set to 'ANY of these that DO appear anywhere in the call' with a duration of 1 second. Below this is a table of phrases with their confidence scores and actions.

Phrase	Confidence	Actions
talk to your supervisor	70	Edit Delete
talk to your manager	70	Edit Delete
talk to your supervisor	70	Edit Delete
talk to your		

Below the configuration window, an 'Agent Station Icons' window shows alerts for 'John Davis' with a red notification icon and a count of 2. The alerts list includes:

- Positivity Score: 27, Compliance Score: 24
- Positivity: 35 December 15, 2017 11:52 AM Thank you for calling
- Positivity: -8 December 15, 2017 11:52 AM Escalation to management

A 'System Msg' window is also visible, displaying the message: 'Notify customer that call will be recorded.' with an 'OK' button.