Get insight about how companies and customers interact – with real-time analysis of spoken interactions.

Interaction Analyzer makes it easy to deploy a world-class speech analytics solution. Part of the Interactive Intelligence Customer Interaction Center® (CIC) all-in-one solution, Analyzer gives organizations detailed insight about how they interact with customers. They can then use this information to enhance agent performance, improve service delivery, and provide a customer-satisfying experience.

It's also cost effective to deploy and use – which makes for a quicker return on investment and maximum value.

Take action in real time – and beyond.

Unlike traditional speech analytic solutions that mine recorded call audio – Interaction Analyzer listens for, detects, and alerts on spoken words and phrases in real time. This allows contact centers to take action while calls are in process, not after they've ended.

Results are stored with recordings to provide value beyond the real-time interaction. Businesses can quickly find interactions based on what was said by the agent or the customer to improve quality monitoring, ensure regulatory compliance, and identify emerging trends in customer conversations.

Deliver value across the business.

Interaction Analyzer benefits the contact center and the entire organization.

- Supervisors can be alerted to issues currently occurring on a live call, allowing them to intervene when necessary and prevent undesirable outcomes.

- QA Staff can easily find calls where service problems occurred, agents failed to follow defined procedures, or customer retention was an issue.

- Management can quickly identify and take action on service trends, improvement opportunities, or potential threats.

Get the full workforce optimization suite.

Interaction Analyzer is part of the Interactive Intelligence workforce optimization (WFO) suite, a comprehensive solution for enhancing performance to achieve operational goals. Seamless integration with the Interactive Intelligence all-in-one contact center solution ensures quick deployment, lower operating costs, and worry-free operation. Interactive Intelligence WFO provides feature-rich functionality for interaction recording, workforce management, strategic planning, quality management, customer feedback, and speech analytics.
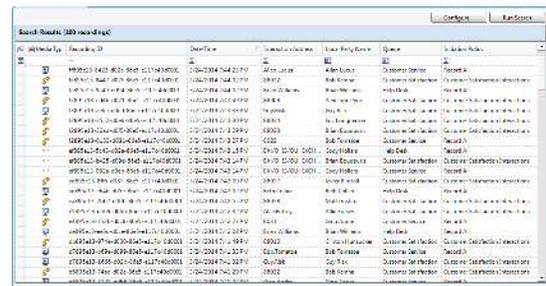
Identify keywords and phrases on live calls.
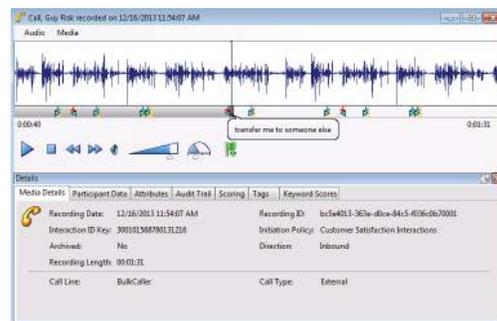
Spot phrases detected by Interaction Analyzer in Interaction Recorder.

Features

Real-time keyword and phrase spotting

- Define lists of keywords with alternate spellings and scores.
- Associate keyword lists with one or more inbound/outbound queues.
- Differentiate between agent and customer sides of the conversation.
- Access high-fidelity audio streams to improve detection.
- Support multiple languages concurrently.

Real-time Interaction Supervisor™ views: Monitoring, alerting, and interaction scoring.

- View spotted words and conversation scores per interaction.
- Receive alerts for calls when pre-determined thresholds are reached.
- Track overall scores by agent and queue.

Interaction Recorder® integration

- Access analytic results stored with recordings.
- Search recordings for key words, phrases, or categories.
- Go directly to spotted key words or phrases during playback.

Interaction Quality Manager™ integration

- Use speech analytics results to identify interactions for evaluation.
- Automatically send interactions to evaluators.

Speech analytics reports

- Report on keyword category and scoring trends by queue or agent.

Key differentiators

Cost effective speech analytics

- Part of CIC's all-in-one suite vs. a stand-alone product.
- Use existing CIC architecture. No new servers to deploy or tools to learn.
- No integration of third-party audio or recordings.
- No additional software to install. Simply turn on licenses and start using.

Clear business value

- Improve the efficiency and effectiveness of existing contact center roles and processes.
- Supervisors – Highlight interactions in real time to improve customer satisfaction and avoid undesirable outcomes.
- QA staff – Decrease time to locate the best calls for evaluation.
- Contact center management – Identify trends, improvements, opportunities, and threats sooner.

Spotability™ guidance and threshold control

- Predict the ability to successfully identify keywords and phrases based on linguistic and phonetic factors.
- Create and maintain key words, phrases, and categories without professional services.

Analysis on same audio stream at same time as supervisory monitoring and call recording

- No need to increase network bandwidth or process recordings after the fact.
- Reduce deployment complexity and architecture cost significantly.

INTERACTIVE INTELLIGENCE®