



# 8x8 Speech Analytics

## Make smarter decisions with actionable insights

### Empower contact center leaders

8x8 Speech Analytics is a speech and interaction analytics tool that provides predefined categories and topics for out-of-the-box operation that expedites time to value. A word cloud unveils common conversation threads with drill down to details, and built-in customization tools enable companies to quickly and easily tailor the application to their needs.

### Gain insight from every conversation

Expand bandwidth and effectiveness of supervisors and quality assurance managers while gathering valuable voice of customer understanding.

### Boost agent performance

Enable supervisors to easily send immediate, relevant feedback and coaching to agents.

### Reduce operational costs

Implement robust speech analytics quickly and affordably, while reducing time and effort of quality management.

### Key benefits

- **Save Time** by quickly identifying calls that need attention, rather than wasting cycles listening to random calls.
- **Rapidly surface upsell and cross-sell opportunities** and identify new product ideas with high level visual identification and the ability to drill down into details.
- **Improve script adherence** through targeted coaching, sharing specific examples with conversation tagging.
- **Boost agent knowledge and efficiency** and reduce frustration by giving them timely, relevant feedback.
- **Enjoy rapid time-to-value**, avoiding high costs of installation and setup, regardless of company size.
- **Super-charge quality management** by quickly zeroing in on the exact customer interactions you need to find.
- **Ensure compliance with regulations** such as Mini-Miranda, PCI, and HIPAA.



We use 8x8 Speech Analytics to help reduce customer cancellations. We find patterns in customer calls, then train agents using audio snippets of successful saves. It fosters collaboration and camaraderie among our agents.

— Jenn Abell-Champion, Director of Technology for Age of Learning

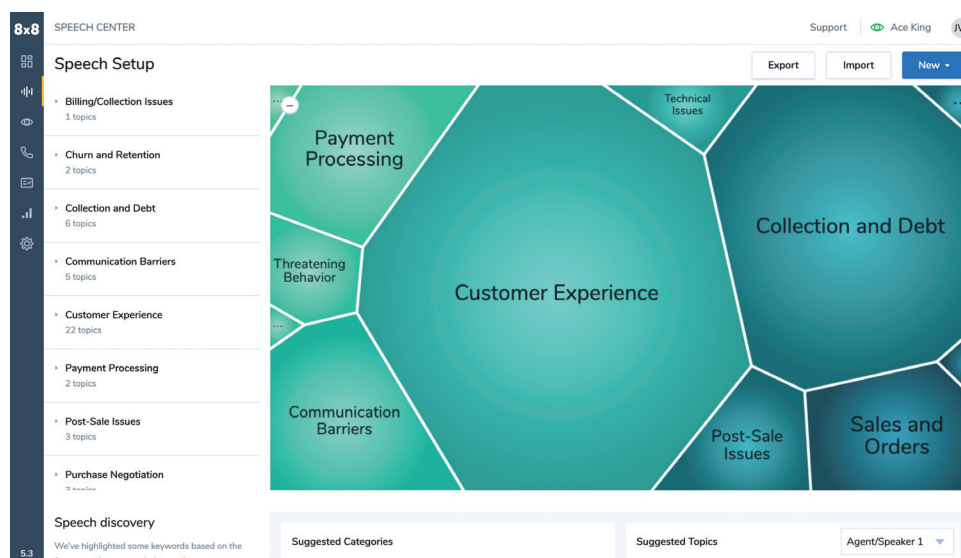
# Improve visibility into performance

## Gain holistic customer experience insight

- **Identify common topics and categories** with a graphical view. Drill down to the details to learn more.
- **Easily identify what's working** and what isn't to surface root cause of issues.
- **Flag trends and opportunities** and gain broader visibility into unmet customer needs using targeted search by keywords.
- **Reveal calls that are legally problematic** by searching for specific keywords (or lack thereof).
- **Highlight areas of conversations** where customers aren't happy, using embedded sentiment analysis.

## Boost Agent Performance

- **Send conversation highlights** of relevant interactions to agents with advice and education for improved call handling.
- **Quickly identify areas where agents need instruction** and coach them for immediate improvement.
- **Use embedded conversation tagging** to tag and dialog directly with agents.
- **Measure and manage with data** at a high level, add coaching via 8x8 Quality Management, and learn more with journey mapping in 8x8 Customer Experience Analytics.



## Configure and manage with minimal cost and effort

- **Out-of-the-box operation** with predefined categories and topics removes the need for professional services.
- **Fast and easy customization** enables every company to tailor to their own needs.
- **Utilize a variety of visualization tools** and drill downs, including dashboards, word mapping, and conversation details, to identify common themes and areas of concern.



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