

avoira
fluent in technology

Avoira Contact Centre Solutions



AI Driven

If customer retention and new business acquisition is at the heart of your business, then a fluent customer experience (CX) is essential to achieving these goals. The interaction between your contact centre and customers has to meet the customers' expectations, with your front-line agents aiming to deliver a first-class service at all times.

Xdroid delivers a 360 degree view of your call traffic, driven by artificial intelligence and machine learning software, that processes 100% of customer interactions to automatically provide objective, consistent, and valuable insights and information about each conversation.

Its real-time emotion detection also forms part of its comprehensive contact centre analytics offering, which includes emotion analysis, keyword detection, and semantic capabilities, that reveal opportunities to improve customer experience, enhance agent productivity, ensure PCI and other legislative compliance, and improve agent retention.

In essence, you can discover and influence exactly how your business is perceived, and how your employees perform against KPIs.

The benefits...

To the Directors

- Improve customer retention
- Boost sales
- Enhance staff well-being
- A platform for growth

To Quality Assurance

- Maintain customer satisfaction
- Ensure SLAs achieved
- PCI compliance

To Sales

- Boost sales
- Monitor performance
- Flexible sales tool

To HR

- Enhance staff well-being
- Reduce agent turnover
- Agent performance tool

To Operations

- Ensure SLAs achieved
- PCI compliance

To Marketing

- Monitor performance
- Measure ROI for activity



Voice Analytics

Xdroid's VoiceAnalytics solution is an automated performance management platform for contact centres based upon speech and true emotion analytics. It uses machine learning and AI capabilities in combination with CRM and NPS

data to give a deep insight into the quality and performance of a contact centre as a whole, as well as its individual agents. In addition, it is an effective commercial asset for customer retention.



Text Analytics

With TextAnalytics integrated into Xdroid's VoiceAnalytics platform, contact centres can get a 360-degree customer view coming from any communication channel. An agent can be assigned to either text or voice analytics or both solutions.

The AI-driven software analyses text from emails, chats, social media interactions, reviews, surveys and Net Promoter Score comments by automatically recognising the positive and negative meaning of phrases and summarising the answers' key topics and hidden patterns with near human-level precision.



Operator Assist

Knowledge, friendly support, and first-call resolution are the primary influencers for a positive brand experience when customers contact a business. Xdroid's OperatorAssist turns contact centres into an action-driven instrument, using the real-time Voice and EmotionAnalytics solutions to capture, analyse, and recommend courses of action – all done in just a fraction of a second!

Agents can be advised on meeting their compliance, tracking customer emotion, receive pop-ups with relevant information, automatically schedule a follow-up call if needed, and can wrap-up with an automatically generated call transcript.

At avoira we unite people
through technology by
combining our fluent thinking
and technical proficiency.

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