



# Speech Analytics

## Scalable Speech Analytics Delivers Operational Intelligence

Speech Analytics by Xima produces measurable benefits that enhance the customer experience and boost agent engagement. Increase your contact center's productivity and realize a substantial return on investment with Speech Analytics.

### Highlights

- Pinpoint training needs and optimize coaching
- Verify adherence to compliance requirements
- Protect sensitive customer data & reduce risk of penalties
- Analyze sales metrics to maximize every opportunity
- Learn key drivers of customer loyalty and satisfaction
- Review 100% of agent calls with analytics enabled QA
- Confirm agents follow compliance requirements
- Protect sensitive data in recordings and transcripts
- Improve sales results by measuring sales effectiveness
- Uncover customer opinions on products or services

### Automation Scoring

Automate the scoring and adherence of your agents and your customers calls.

### Process Adherence

Ensure agents follow compliance requirements, protecting your business from fines and penalties.

### Quality Management

Quickly review 100% of agent calls without listening to a recording.

### Transcription and Sentiment Analysis

Discover deep customer insight by rapidly evaluating 100% of your customer interactions.

