

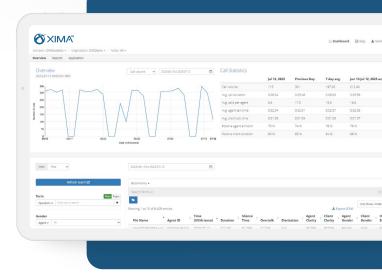
# **Speech** Analytics

### 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.

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