

# Speech Analytics by ChorusCX

Our Speech Analytics platform is designed to enhance sales and customer satisfaction. It offers ready-to-use insights that improve business outcomes by analyzing every customer conversation.

## Key Features

- ▶ **Conversation Analytics:** Automatically categorizes and tracks objection handling, missed buying signals, script adherence, competitor mentions, and incorrect dispositions.
- ▶ **Performance Benchmarking:** Compares team members against top performers to identify areas for improvement.
- ▶ **Topic Detection:** Identifies successful conversation flows and sales techniques by topic, line grouping, team, or campaign.
- ▶ **Coaching Insights:** Provides near real-time improvement opportunities to enhance coaching effectiveness.
- ▶ **Sentiment Analysis:** Tracks customer and agent sentiment to identify challenging interactions.
- ▶ **Compliance Monitoring:** Proactively tracks regulatory risks and detects vulnerable customers.
- ▶ **Keyword Search:** Customizable search criteria to narrow down compliance risks and other key metrics.

## Get Started with Speech Analytics

Ready to unlock the full potential of your customer conversations? Let ChorusCX show you how our Speech Analytics platform can transform the way your teams sell, support, and succeed. Whether you're aiming to boost sales performance, streamline quality assurance, or uncover what drives top results across your organization, our solution delivers actionable intelligence, fast.

Book a meeting with our team to see how Speech Analytics by ChorusCX can help you elevate every interaction and drive measurable business impact.

## Benefits

### For Sales Performance

- **Increases Conversion Rates:** By understanding successful techniques.
- **Reduces New Agent Ramp-Up Time:** Through data-driven coaching.
- **Improves Objection Handling Effectiveness:** By identifying and sharing best practices.
- **Drives Consistent Performance:** Across teams with actionable insights.

### For Quality Assurance (QA)

- **100% Call Coverage:** Every voice interaction analyzed for complete visibility and risk management.
- **Reduces QA Processing Time:** By 70% through automated analysis.
- **Identifies Compliance Risks:** Ensures all regulatory requirements are met.
- **Surfaces Coaching Opportunities:** Automatically, saving valuable time.

### For Success Intelligence

- **Uncover the DNA of Sales and Collections Success:**
  - Identifies key success drivers, categorizes objections, and analyses how top performers excel.
  - Provides actionable insights to replicate excellence across line grouping.
- **Advanced Intelligence for Team Performance:**
  - Offers performance comparison, talk/listen ratio, silent time analysis, and more.
  - Helps elevate overall team effectiveness and operational efficiency.

### Architecture and Security

- **Quality & Accuracy:** Trained on diverse UK accents and dialects, achieving over 95% speech accuracy.
- **Data and Security:** Processes speech data entirely within the UK, adhering to GDPR and other data protection regulations.
- **Encryption:** Uses robust encryption at all processing stages to ensure data protection.

### Responsible AI

- Prioritizes ethical, transparent, and fair AI development.
- Uses diverse datasets to combat bias and ensures explainability in large language models.