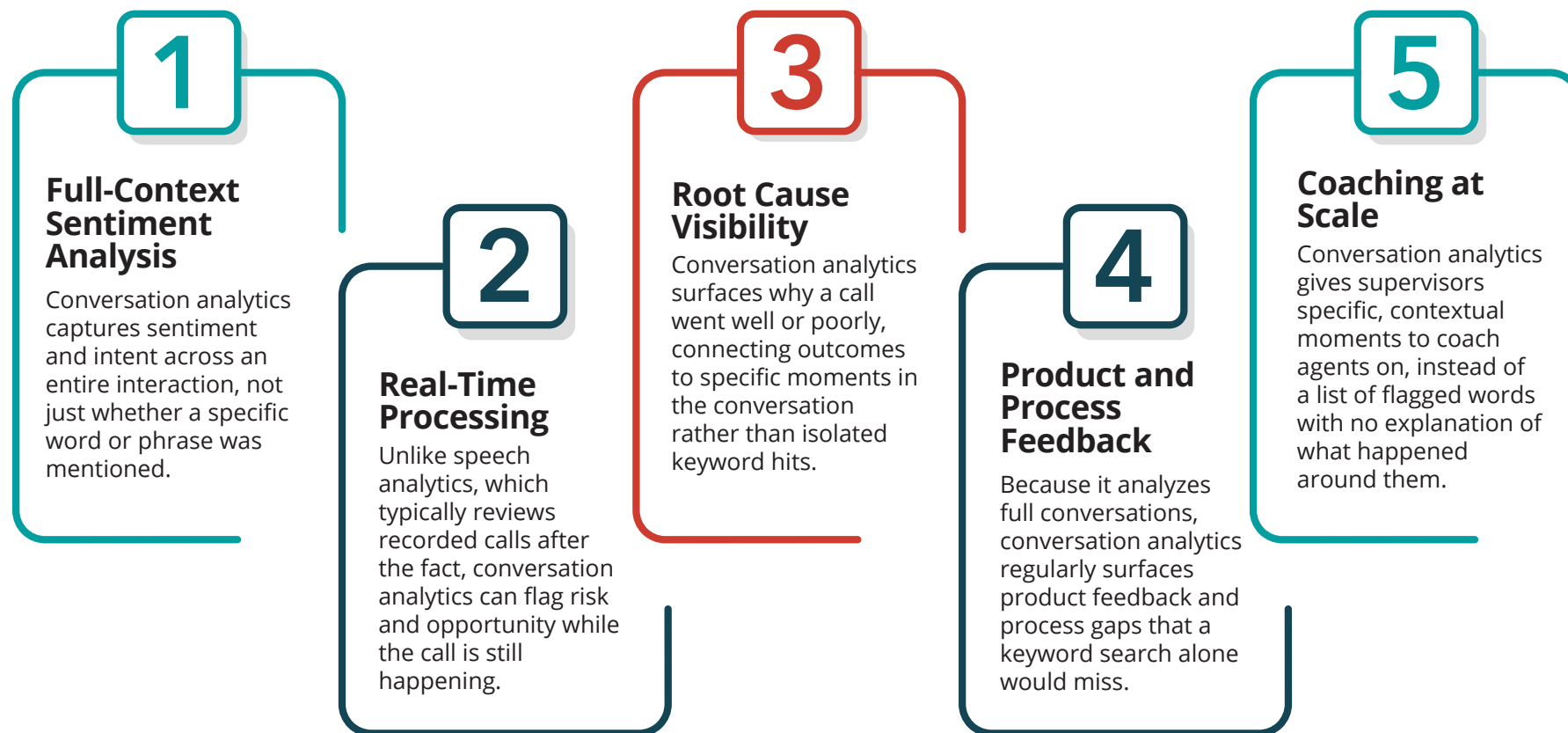


5 Ways Conversation Analytics Goes Beyond Speech Analytics

Speech analytics and conversation analytics are often used interchangeably, but they solve different problems. Speech analytics flags keywords in a call, while conversation analytics analyzes the full context of what was actually said. Read our infographic to dive into 5 ways conversation analytics goes further than speech analytics alone.



Most mature contact centers run speech analytics and conversation analytics together, not as a replacement for one another. Contact our team at ChorusCX to learn how conversation analytics can be layered onto your existing QA program.