CallMiner Eureka

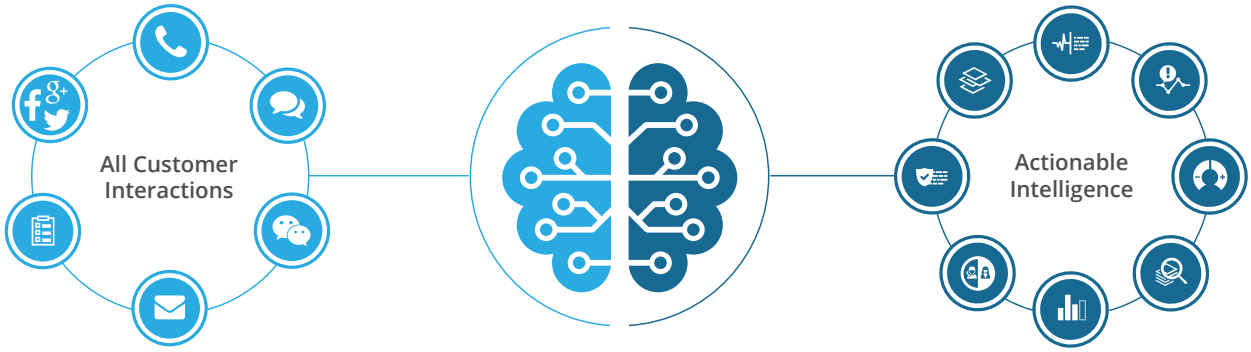
Intelligence from Customer Interactions

MOST CUSTOMER AWARDS
FOR BEST USE OF
SPEECH ANALYTICS

Contact center insight is a unique resource for realizing the key drivers of satisfaction, loyalty and compliance verification. The CallMiner Eureka platform transforms the Voice of Your Customers and Agents into operational intelligence at scale.

Eureka Customer Engagement Analytics

Customer Engagement Analytics delivers dialog and sentiment visibility, agent performance management and PCI-supported sensitive data redaction to enable secure sharing throughout the organization. Improve CX, enhance contact center performance and mitigate risk with data driven confidence.



CallMiner Eureka is a SaaS-based, customer engagement analytics platform that leverages AI and machine learning to capture, transcribe and reveal insight from 100% of your customer interactions. Automated scoring with sentiment analysis and sensitive data redaction creates awareness at scale with evidence to more effectively drive customer experience, contact center optimization, sales effectiveness and risk mitigation performance.

What Engagement Analytics Can Do for You

Qualitative data from your contact center is a vast resource for understanding your most impactful bottom-line issues. The challenge is converting vast volumes of audio and text based data into actionable insight. Engagement Analytics accomplishes this task by:

- Converting audio with language patterns, acoustics and timing into categorized results for focus
- Identifying customer AND agent dialog with sentiment to pinpoint optimization opportunities
- Delivering targeted audio and transcriptions to encourage action with data-driven confidence

Follow are a few examples where Engagement Analytics innovation delivers remarkable results:

Improve Customer Experience	Improve Contact Center Efficiency	Automate Agent Performance Mgmt	Increase Sales / Revenue Coillection	Increase Compliance / Reduce Risk
Customer Effort	Silence Reduction	Automated scoring	Sales Flow Analysis	Sensitive Data Redact
Customer Sentiment	First Call Resolution	Targeted coaching	Upsell Offer Rates	Script compliance
Agent Attitude	Call Deflection	Direct Agent Feedback	Sales Lead Scoring	PCI Conformity
Topic Discovery	IVR Optimization	Role-based Dashboards	Collector Effectiveness	Fraud identification
Journey Mapping	AHT Reduction	Agent Sentiment	Objection Analysis	Risky language
Churn Prediciton		Agent Retention		

How Eureka Works

Speech to Text

- Call Transcription
- Speaker Separated Audio
- Customer & Agent Sentiment

Secure

- SaaS
- Redacted Transcription
- Redacted Audio

Modular

- Application Platform
- Packaged Solutions
- API Customizable

The Eureka speech-to-text engine combines deep neural networks and machine learning to achieve extraordinary levels of transcription accuracy with sentiment analysis. An automated categorization engine merges keyword and phrase identification with word tempo, silence, agitation and topic mapping to generate insight with predictive value for uniquely informed insight-to-action.

Why CallMiner Eureka

Velocity

Turnkey Integrations, packaged content and self-serve customization enable fastest time-to-value

- Easy to use self-service
- Solution packages for rapid results
- Proven curated categorization

Agility

Open API and artificial intelligence enables agile solutions, flexible integration and predictive modeling

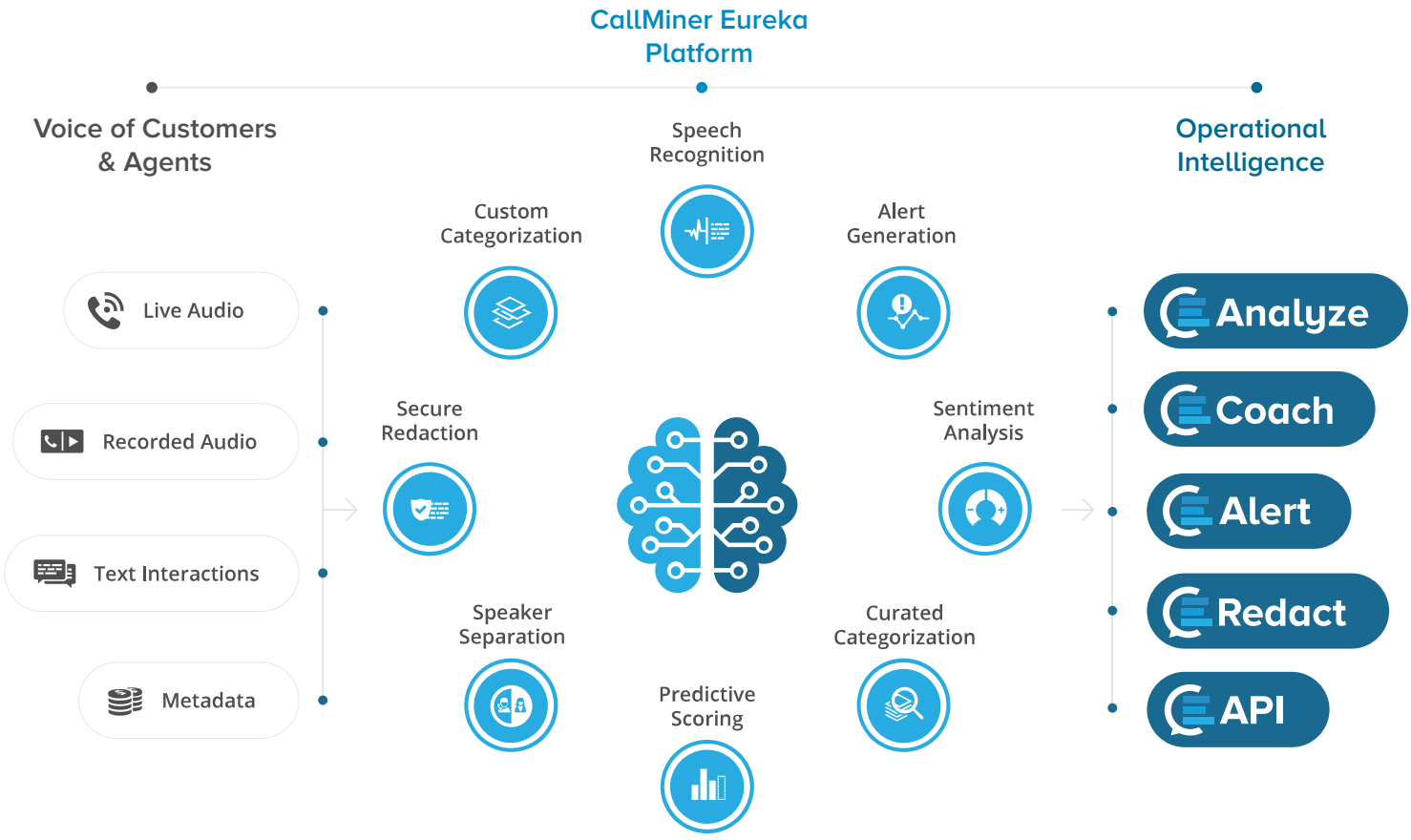
- Open API for metadata & sharing
- Predictive model & topic discovery
- Flexible product additions

Action

ROI via automation, Playbooks, exceptional support and innovation from a collaborative community

- Automated agent scoring
- Support & playbooks define action
- Crowdsourced innovation

The Eureka Engagement Analytics Platform



The Eureka Product Suite

Eureka Engagement Analytics offers a suite of applications that deliver customer experience, contact center and compliance intelligence at scale from every call. A modular cloud-based platform makes it easy to securely discover and share insight, integrate with existing systems and drive action from awareness.

Eureka products span real-time and post-call analytics. Graphical user interfaces with role-based dashboards tune analytics for analysts, managers and agents. Standards-based APIs facilitate integration with corporate systems.

Analyze

For QA, Speech Analytics & Data Scientists

- Speech-to-Text
- Redacted Audio
- Transcription with Sentiment
- Search & Share Classification
- Automated agent scoring
- Trend & Topic Discovery
- Customer Journey Mapping

Coach

For QA, Supervisors & Agents

- Directed Agent Feedback
- Scored Team Performance
- Agent Dashboards
- Alerts with Call Detail
- Annotated Audio Examples
- Case Managed Follow-up
- Supervisor & Agent Dialog

API

For Developers, Data Scientists & Partners

- Speech Analytics Integration
- Real-time & Post-Call
- REST-based standards
- Corporate Metadata Fusion
- Share with Exisiting Systems
- TLS Encrypted Security
- Metadata Update Flexibility

Redact

For Compliance & Security Officers

- Mask Sensitive Data
- PCI/PII Numeric Data
- Audio & Transcript
- Real-Time & Post-Call
- Multi Language
- Targeted Data Flexibility
- REST-based API

Alert

For Supervisors, Agents & Executives

- Real-Time Call Monitoring
- Bypass Call recording
- In-the-Moment-Action
- API for presentation
- Customizable Triggering
- Real-Time Redaction
- Data Never at Rest

Metadata Values

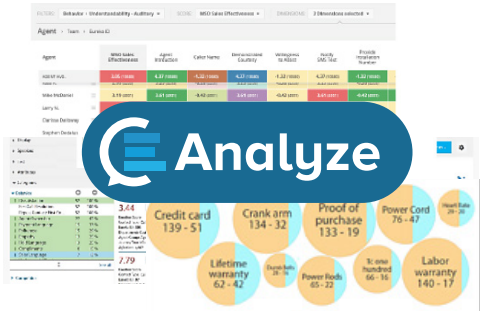
- Agent Info
- IVR Details
- Caller Info
- CRM Data
- WFO Data

CallMiner Eureka

AI-Powered Speech-to-Text Analytics Engine with Multichannel Support, Automated Performance Scoring and Secure Search & Share Sensitive data Redaction

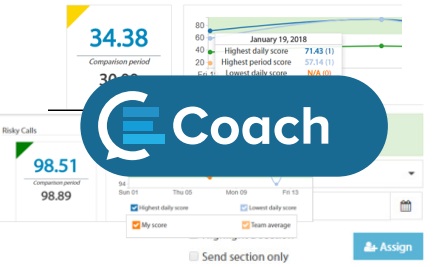
Audio Values

- Agitation
- Word Tempo
- Silence



Eureka Analyze is the analytics workbench for the CallMiner Eureka platform. Analyze brings the voice of your customer to life by categorizing intent based on dialog and sentiment. Scored performance, transcriptions tagged with sentiment, search and share, topic discovery and multichannel customer journey mapping offers rich qualitative and quantitative intelligence.

Eureka Coach encourages a culture of performance optimization with speech analytics insight from every contact, targeted guidance and agent self-improvement. Role-based dashboards with automated performance scoring make it easy for supervisors to identify coaching moments and for agents to view their performance with drill down detail. Alerts notify agents for guidance with annotated call examples.



Eureka Redact applies machine-learning and human curated algorithms to identify and remove sensitive numerical Payment Card Industry (PCI) and Personally Identifiable Information (PII) data from call and text interaction transcripts and audio recordings in multiple languages.

Eureka Alert takes advantage of IP-enabled environments to capture speaker separated audio in real-time. Alerts generated from securely redacted transcribed data are delivered while a call is in progress and available via REST-based API for insight and action.

Eureka API enables insight from 100% of customer interactions to be integrated at scale with corporate metadata and existing systems. Standards-based programming resources make it easy to securely capture and integrate customer interactions

The Eureka Product Suite

CallMiner solutions extend beyond product and platform with a comprehensive range of resources that empower self-service speech analytics with proven benefits. Examples include:

Support - A Customer Success Director (CSD) is assigned for the design, implementation, training and ongoing support of each CallMiner Eureka account. CallMiner also accredits analysts in its Accelerator program. A Business Intelligence Analyst (BIA) certification is achieved with success completion of 160 hours of applied interaction analytics study.

Solution Packs - Out-of-the-Box categories, metric measures and scores to help analytics users immediately realize results. Customer Service, Sales Effectiveness, Chat and Collections take advantage of proven categories such as escalation and dissatisfaction, measures such as percent silence, and scorecards including compliance risk, sales effectiveness and many more.

Playbooks - Address the challenge of driving action from insight with step-by-step instructions for utilizing Eureka content to achieve quantifiable ROI. Customer Experience, Agent Performance Management, Contact Center Efficiency, Sales/Collector Effectiveness and Risk/Compliance speed to results are defined with metadata required, "plays" to run such as customer effort or % silence analysis, and ROI to achieve such as agent effectiveness or increase customer satisfaction.

Speaker Separation - The ability to identify customer and agent speakers is critical for gaining insight into satisfaction and loyalty drivers, agent performance and compliance and to identify who is responsible for topic generation. Some contact center infrastructures lack stereo support for dual speaker resolution. In these cases, CallMiner applies biometric analysis to automatically identify and separate data associated with each speaker for accurate analysis.

Omnichannel - Combine text-based communication with speech analytics for expansive interaction visibility. Data in XML or CSV formats from surveys, chats, email and social media can be combined with speech analytics for omnichannel analysis. One source field is required to map customers and agent contributors where applicable.

Language Packs - CallMiner Eureka supports an extensive range of languages certified for interaction analytics with redaction. Dialog support includes English (US, UK, AU, CA, ZA), Spanish (US,MX, AR, CL, CO,GT), French (CA, EU), Portuguese (BR, EU), Catalan, Italian, German, Mandarin. Additional languages are also available.

Community - EngagementOptimization.com is an online community for CallMiner customers and customer engagement professionals. Community contributed interaction analytics knowledge, collaboration and innovation is shared with crowdsourced enthusiasm. An extensive array of user guides, application tools and helpful hints are also available.

Request a Demo Today

For more details about the Eureka Alert please contact your CallMiner Sales Director or Customer Success Director. Also be sure to visit us at callminer.com or our community website for customer engagement professionals at EngagementOptimization.com.

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Intelligence from Customer Interactions™

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