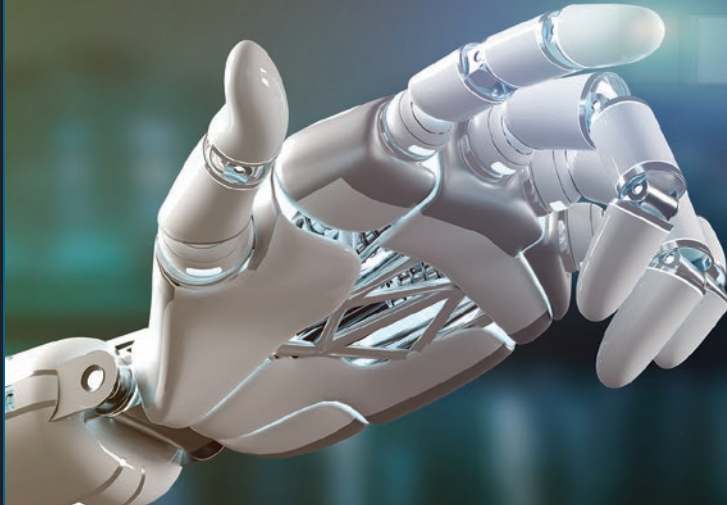


Best Practices



thought leadership & lead generation

AI-Based Speech Analytics for Actionable Insights

Speech analytics tools can prove to be invaluable for analyzing the vast amounts of unstructured information pouring into the contact center. They can evaluate everything from call compliance to sentiment analysis, often in real time.

All of this information is essential for improving the customer experience and achieving better business outcomes. The best speech analytics tools extract real value, uncovering information that is easily converted into insights that can determine the best course of action.

Contribute to this month's Best Practices installment and tell our readers why they should invest in AI-based speech analytics and what they can expect from these remarkable contact center technologies.

Roundtable Date: 7/29/2020

Published in **March 2020** CRM magazine
Content Due: **January 20, 2020**

Also in March: ■ **SELF-SERVICE FOR HIGHER CUSTOMER SATISFACTION**

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Mobile-First Customer Care
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AI-Based Speech Analytics for Actionable Insights
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