

Best Practices

Speech Analytics: The Core Contact Center Technology

Speech analytics can extract actionable insights from the conversations that flow through your contact center. It turns unstructured data into valuable intelligence that can inform your agents, management, and the extended enterprise, often in real time.

These insights can directly improve agent interactions by providing real-time recommendations. Speech analytics can often provide a deeper understanding of voice-of-the-customer sentiments and attitudes, ensure better regulatory compliance, and uncover issues that affect other areas of the organization.

Contribute your Best Practices for leveraging speech analytics in the contact center.

Live Roundtable Webcast: June 21, 2023

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Also Marketed in April: ■ **Digital-First Customer Service**

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