

Interaction Analytic

dalle conversazioni coi clienti
All'Intelligenza Operativa



Da conversazioni
a vere decisioni.



Automatizzazione
Insight e next-step con un click



Intent detection
per intercettare il Churn.

Analizza il 100% delle interazioni con i clienti attraverso canali vocali e digitali. **Rileva automaticamente intenti, topic, sentiment e opportunità di business** per migliorare la Customer Experience (CX), le prestazioni operative e i risultati di fatturato.

Interaction Search

All media All Scores Enter Global Interaction ID

Results: 149

Show Participants Last 30 Days Filter

Agent	Contact	Time/Date
[Agent A] Customer Service		02:47:43 PM 12/03/2024
[Agent A] Customer Service		02:45:05 PM 12/03/2024
[Agent A] Customer Service		02:44:35 PM 12/03/2024
[Agent A] Customer Service		02:44:00 PM 12/03/2024
[Agent A] Customer Service		02:41:28 PM 12/03/2024
[Agent A] Customer Service		02:40:51 PM 12/03/2024
[Agent A] Customer Service		02:33:09 PM 12/03/2024
[Agent A] Customer Service		02:37:16 PM 12/03/2024
[Agent A] Customer Service		02:34:40 PM 12/03/2024
[Agent A] Customer Service		02:32:55 PM 12/03/2024

Transcript AI Custom Question Autoscore Form Autosurvey Form

Agent [Agent A] Customer No data Simplified

Summary AI Generated

Tags Detected

Intents Detected

Prompted reason for call Demo Greeting Poor internet performance Churn Check modem status Modem is ok Farewell

Asked "any other questions" Asked if any questions NOT Transfer to Extension Not voicemail Closing

Polite and professional tone Active listening Address questions Knowledge about services Empathy Asked for further assistance

Confirm next steps Customer Satisfaction Helpful agent

0:00 System anonymous has joined the session

0:05 System [Agent A] has joined the session

0:08 [Agent A] Hi, How can I help you today?

0:18 anonymous Internet has been very slow the last few weeks.

0:22 anonymous It's just not useful to me anymore.

0:24 Suggestion