



How **Artificial Intelligence** improves Contact Center Performance

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VoiceAnalytics & Artificial Intelligence

Xdroid's VoiceAnalytics solution is an Automated Performance Management platform for contact centers based on speech and true emotion analytics. It uses machine learning and Ai capabilities in combination with CRM and NPS data to give a deep insight into the quality and performance of the individual agents as well as the contact center as a whole. VoiceAnalytics is a powerful commercial asset for customer retention.



Important Benefits

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Increase customer retention

Customers can start retention workflows by filtering out the most displeased customers. An immediate and efficient reaction to a displeased customer will improve both customer retention (and by that reducing the churn) and the quality of customer handling.

Reduce legal cases

Use keyword and emotion filters to locate threatening calls that probably end up in authority or legal case. Reduce the number of harmful cases by calling the customer and handling the situation in a proper way before it's too late. This helps to maintain the company reputation as well.

Boost sales conversion rate

Increase sales conversion rates by analyzing successful and unsuccessful sales attempts. Reveal differences in speech style, keywords, and other meaningful metrics. This method can be applied to improve outbound sales or assist on inbound calls.

Reduce agent turnover

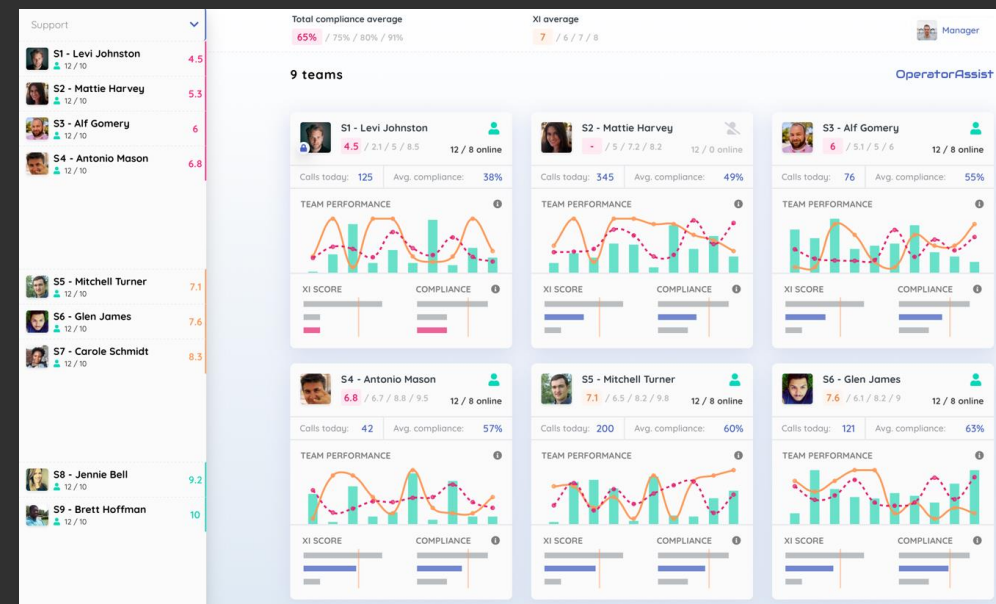
Provide better training with transparent and objective feedback, objective rating and coaching about performance and by doing so, increase employee loyalty and reducing agent turnover. Use regular reports and automatic suggestions in order to keep agents well-trained and maintain consistency in quality management.

Raise call handling efficiency

Reduce unnecessary music and idle times during call handling by analyzing root causes. Decrease average call times and increase the quality of call handling in parallel. There are many different even at the operator level, so track and analyze each call.

Objective Automated agent-coaching

Provide a transparent and objective track of each agent's progress. Increase your operator's train level and efficiency by using automated feedback on each key metrics (intonation, speed, dominance, music periods, speech volume etc) and agents can easily realize what they should do/change in order to be more efficient. The current system delivers near real-time input to contact center management giving them the ability to see trends developing within the contact center as well as with individual agents.



Agent-Assist Dashboard

Reference Cases

VoiceAnalytics is deployed at market leading companies in the fields of banking, insurance, energy and telecommunications. Xdroid's customers have testified about the positive ROI they have experienced for their business as a result of using and adopting VoiceAnalytics.

Company: Multinational in the telecommunication sector
Solution used: VoiceAnalytics
Goal achieved: Increased sales efficiency

Our customer in the telecommunications sector has introduced an automatic sales offer on incoming calls at the end of each conversation. This offer reached 27% of the callers, with a sales conversion rate of 5,5%. Thanks to VoiceAnalytics, identifying and recalling the top 20% most uncertain emotional conversations, the conversion rate increased to 6,3%.

On an average of 1.5 million calls per year, this amounts to nearly 3240 utilized sales opportunities. With an annual profit of € 20,- per call and 1.5 million sales calls it adds up to about € 64.800,- extra

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THE
TRUTH
WILL
SET YOU
FREE

Xdroid is an independent, privately-owned software development company. This enables us to respond to changes quickly.

We believe that the truth will set you free

Our Artificial Intelligence solution, based on deep expertise, will reveal the truth about your customer interactions.

Analytics knowledge is the backbone of our development team.

Years of experience in developing high tech software for contact centers of financial institutions, utility companies, telecom operators, etc give us an incredible edge.

Start creating your success by understanding the truth.

We help you predict and anticipate in an uncertain and turbulent environment.

Let the truth set you free.



Agile solution
Cutting edge technology
Profound Industry knowledge

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