SPITCH

driven by voice

Speech Analytics Solutions for Businesses of Any Size

Improve your processes from real calls

1 Upload conversations recordings into the cloud following the link provided by us

2 The system recognises customer's intent and life situation, extracts business-related information and sentiment from the audio as well as transforms audio archives into text

> Hello, I'd like to apply for a credit card. I saw your special offer online

> Good afternoon! Certainly, we do have a special offer for qualifying customers. Would you like me to check if you qualify for this offer?

> What do you mean "by qualifying customers"? This is not what I saw on your website!

Customer dissatisfied. Inconsistent information.

> Sorry if it wasn't sufficiently visible on our website. Would you like to know whether you qualify or not?

Responding to objection

> Yes, please

> ... qualification questions ...

> Have you had any late credit card payments in the last 5 years?

> Not a single one

Qualification script is fulfilled

> Thank you, I am happy to say you qualify for our special offer. If you'd like to apply, I can put you through to our application self-service. May I transfer the call now?

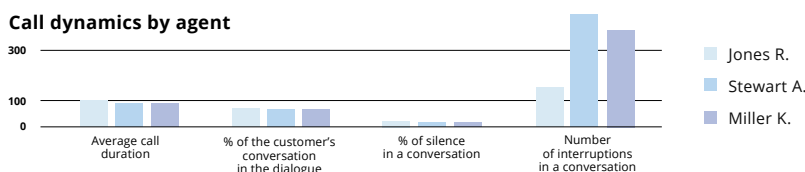> Yes, please. Thank you very much!

Positive closing. Sales offer

3 Select the right markers/triggers and start analytics
- Responding to objections
- Deviations from script
- Negative customer emotions/lexics
- Customer dissatisfaction analysis
- Successful sales calls, etc.

One click – and all the data is at your fingertips

	Jones R.	Stewart A.	Miller K.
Average call duration	115	110	97
% of customer speech in dialogue	50	47	51
% of silence (pauses) in dialogue	9	9	10
Number of interruptions in conversations	118	592	414

Call dynamics by agent

Legend: Jones R., Stewart A., Miller K.

Chart categories: Average call duration | % of the customer's conversation in the dialogue | % of silence in a conversation | Number of interruptions in a conversation

Trusted by a wide range of partners and customers:

swisscom · ORACLE · ti&m · GENESYS · swisscard · acapela group · ad cubum · Casa Salute · St.Galler Kantonalbank · ComApp · AdNovum · BSS · AIM Interactivemedia · DVS · SISTEM EVO · avaloq · bsi · amag · ABRAMO · creativevirtual · netcetera · FORMULA Ambiente · neXteria · DOTVOCAL · SWICO

Problem
- Low agent productivity
- CX not high enough
- Sales via contact centre are not growing
- Need to address compliance issues
- FCR, QoS, churn rate are not as expected
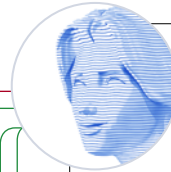
ALINA VIRTUAL SUPERVISOR

in cloud · on-premise

Out-of-the-box capabilities, available from day one:
- Analytics on quantitative parameters of the calls (AHT, speech and silence duration, interruptions, etc.)
- Monitoring of forbidden vocabulary (in agents' speech)
- Positive/negative sentiment expressed in agents' and customers' speech

Starter Package with initial setup delivered in three weeks:
- Agents' quality assurance capabilities tuning
- Quick analysis of different types of calls
- Automatic classification of successful/ unsuccessful calls
- Models adaptation for business-specific data extraction (product names, competitors, etc.)
- Setting up one script for automated evaluation of calls
- Report on key outcomes

Benefits
- Customer experience improvement and better quality of service
- Increase in sales
- Identification of effective sales strategies
- Costs reduction
- Avoiding risks of penalty for noncompliance

Why Spitch?
- Accurate recognition and transcription thanks to ready-to-use language models;
- Tools for customisation for a quicker time to market;
- One-stop shop for all speech technologies;
- Unlimited scalability and high reliability;
- Flexible architecture;
- GDPR compliant.

Maurizio Macaluso
Sales & Business Development Director
Abramo Customer Care SpA

100% of our client calls are automatically audited with the highest accuracy

Spitch is Cool[1] Recognised by Gartner

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1 — https://www.gartner.com/doc/3970415