

OVERVIEW

Nexidia Scan and Agent Assist



Forward-thinking businesses recognize the strategic role contact centers play in managing the customer experience. Most have implemented speech analytics to extract meaningful business intelligence from their customer-agent conversations. They recognize the value in mining these interactions to understand the voice of the customer, which leads to revenue growth, cost management and overall customer satisfaction.

The next logical step is to use the insights gleaned from this analysis to deliver relevant assistance to agents immediately as the need arises – while the customer is still on the line. Also critically important is providing supervisors “in the moment” snapshots of agent performance, giving them instant visibility into who is performing well and who

requires coaching. What is required is an agile, easy to implement solution that deals with emerging situations and opportunities as they happen in real-time.

REAL-TIME KNOWLEDGE = CONTROL THE OUTCOME OF CALLS

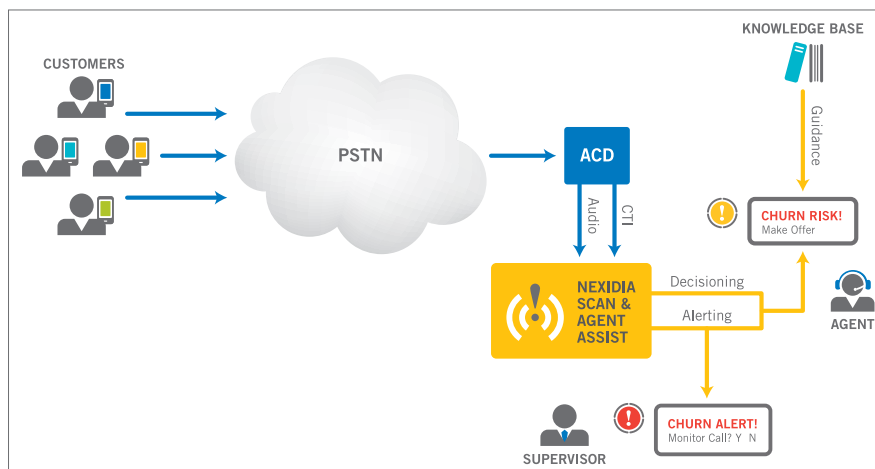
Nexidia Scan and Agent Assist is a tactical, real-time monitoring and decisioning solution enabling contact centers to respond immediately to emerging issues as they are happening. The solution triggers agent and supervisor alerts based on configurable events and supports escalation alerts when specific thresholds have been exceeded. Scan and Agent Assist provides real-time decisioning that enables companies to change agent behavior and maximize performance management while the call is in progress.

SCAN AND AGENT ASSIST FEATURES

Omitted Topic Alerts with Time-Based Operators: Generate real-time monitoring alerts when a topic does not occur within a specified time. For example, in the collections industry, detecting that the Recording Disclosure Statement was not delivered in the first 30 seconds of the call will trigger an alert to the agent, thus maintaining compliance and avoiding potential fines. Additional follow-up events can be sent to the agent and escalated to the supervisor if the topic is still not spoken within the specified follow-up window.

Spoken Topic Alerts for Hot-Button Phrases: Immediately alert agents to the presence of important topics and deliver relevant knowledgebase information in real-time. For example, phrases such as “problem with my bill” and “cancel service” can trigger specific call handling procedures that in turn can decrease customer churn. Scan and Agent Assist pushes critical information to the agent’s desktop, including instructions on the best practices and policies for handling these call types.

Sentiment Detection: Identify the presence of positive and negative sentiment in real-time, providing critical insight into a customer’s feelings about a company, its products and services. Sentiment detectors are based on acoustic properties such as pitch, tone,



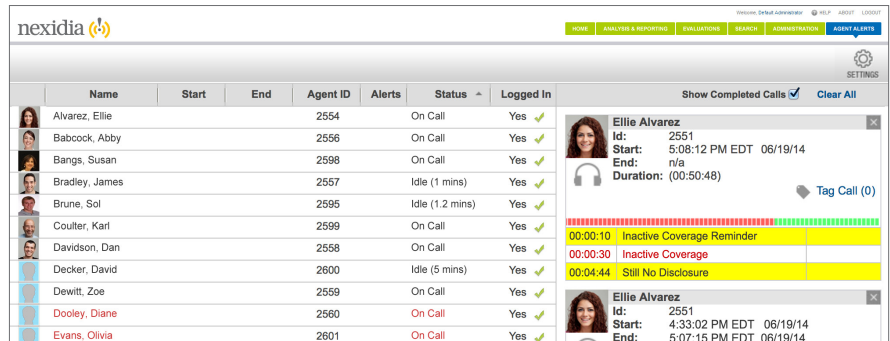
Nexidia Scan And Agent Assist scans 1,000's of concurrent streams per second for real-time monitoring and alerting.

shimmer, jitter, cross-talk and laughter, and are used in conjunction with words and phrases that have been identified as positive or negative. Scan and Agent Assist uses a customer-specific language model to identify calls that are in a positive or negative state, and alerts agents and supervisors when sentiment thresholds are exceeded.

Linking Alerts to Relevant Knowledge-base Information: Enables the real-time delivery of customized knowledgebase information to the agent’s desktop to drive efficient and effective call handling.

Supervisor Console: Supervisors see real-time alerts as they occur for their teams. The console displays a live “sentimeter” giving supervisors a color-coded visual tracker that indicates the current sentiment of the call. Based on escalation alerts, supervisors can choose to monitor the live call or intervene.

Real-Time Reporting: Using common metadata call identifiers, match real-time alerts with drill through to Nexidia Interaction Analytics reporting for review and evaluation. These reports describe how agents respond to and disposition alerts, and correlate actions with their performance as measured by evaluation scores.



Supervisor Console provides views of real-time agent alerts with streaming sentiment trackers.

Automatic Call Distributor (ACD)

Integration: Support for most major telephony infrastructure platforms.

Custom Integrations with Existing Applications:

Real-time phrase events are published to Active MQ, allowing developers to create custom applications. Custom workflow applications may subscribe to alerts and trigger specific workflows.

Real-time Search Grid:™ A highly scalable architectural design modeling a MapReduce methodology, Nexidia Search Grid scans thousands of concurrent streams per server. Scan applies Nexidia’s patented phonetic search technology to identify target phrases with sub-second latency.

Language Support: Nexidia Scan and Agent Assist supports over 40 languages.

DELIVER CRITICAL INFORMATION IN REAL-TIME

Nexidia delivers relevant information to agents in real-time to benefit the bottom line by:

- Providing live coaching 100% of the time on every call
- Increasing first call resolution
- Increasing sales effectiveness by prompting agents with upsell, cross-sell and next-best offers
- Maintaining compliance
- Reducing churn, improving customer retention
- Reducing average call handle time
- Improving delivery of consistent, accurate information

For more information on how Nexidia Scan and Agent Assist enables you to change agent behavior and maximize performance management to transform your business, please contact us at info@nexidia.com.

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