KNOVVU
Analytics

SESTEK

UNDERSTAND
TRIGGERS
BEHIND CUSTOMER
BEHAVIORS

CHALLENGE

Customer-agent interactions provide invaluable insights into customer issues, behavioral trends, and agent performance. However, manual analysis can only focus on a fraction of interactions, and it is far from providing accurate and comprehensive results for decision-makers.

SOLUTION

Knovvu Analytics offer the most effective way to leverage customer interaction data. The solution analyzes 100% of all customer engagements using advanced speech recognition (SR) technology. Through detailed analysis of the conversations, organizations discover actionable insights for improving the customer experience.

Webhelp

"Customer calls hold important insights. Creating the right action plan through them, require objective analysis. Speech Analytics technology allows us to pinpoint areas that need improvement. And this has a direct influence on customer experience."

— CEO, Webhelp

BENEFITS

PINPOINT ROOT CAUSES

Using statistical comparison tool, granular differences between top-performing agents and others can be identified instantly.

ELEVATE QUALITY MANAGEMENT

Script adherence, acoustic indicators and sentimental features can be monitored automatically.

ACT IN REAL TIME

Knovvu Analytics present real-time sentiment analysis, real-time notifications to supervisors and real-time triggers for API actions.

IMPORTANT FEATURES

1. Market-leading Accuracy

The underlying Speech Recognition (SR) technology is vital for successfully implementing interaction analytics projects. Our market-leading accuracy rate of >97% ensures this success.

2. Automated Quality Management (AQM)

Over 20 acoustic, emotion, and sentimental parameters obtained from calls are used to define the new market standards of the analytic-driven quality management.

3. One Product, Multiple Teams

Knovvu Analytics support multi-tenancy for different business units. This means single implementation for separate operations run by separate teams.

4. Taking Action in Real Time

Real time analytics improve the quality of interactions across channels and gives agents the answers and guidance they need to drive positive outcomes.

HOW AI IS INTEGRATED

Topic Discovery & Categorization

Using A.I.-powered proprietary technology, customer interactions can be automatically categorized without prior guidance about categories.

Real-Time Sentiment Analysis

We can measure the change of sentiment during the call with word-based algorithms in real-time.

Root Cause Analysis

We use AI components to conduct RCA such as Stat. Comparison, Trend Analysis, Non-FCR Analysis.

Diarization and Audio Language Detection

We use A.I. to successfully separate callers even in mono recordings and identify the language used.

Automated Quality Management

We use AI to analyze different attributes of the call (SR output, emotion, acoustics..).