REDUCE YOUR QUALITY MANAGEMENT PROCESS TIME
to MINUTES

CHALLENGE

Trying to monitor, analyze, and score all customer interactions is not an easy task because of the vast amount of interaction data. With the capacity to manually evaluate only 5% of interactions, organizations face limitations in gaining comprehensive insights and encounter difficulties in constructing an effective training strategy.

SOLUTION

Knovvu AQM collects, monitors and scores 100% of customer-agent conversations (call, chat, and video) according to script adherence, acoustic indicators, and emotional features. This enables supervisors to score and maximize agent performance with tangible feedback objectively. Equipped with a hybrid approach, the product improves efficiency by using automation to score performance, and supervisors can manually make granular adjustments if necessary.

Cigna.

"Sestek's Speech Analytics analyzed 100% of all customer-agent calls and helped us identify areas of improvement for our agents. With the help of actionable insights, we achieved significant improvements in their performances."

— Chief Operating Officer, CIGNA TR

BENEFITS

EVALUATE 100% of INTERACTIONS

All customer-agent conversations (call, video, chat) are evaluated according to script adherence, acoustic indicators, and emotional features.

IMPROVE AGENT PERFORMANCE

With the ability to see individual scores for every single interaction, you can support your agents with detailed feedback and train them with sample calls from your best agents.

OPTIMIZE QM EFFORTS

Let automation do the heavy lifting for your supervisors so they can focus on their agents.

HOW CIGNA CALL CENTER INCREASED SALES USING ANALYTICS

Sestek's Speech Analytics enabled Cigna to monitor and evaluate 100% of customer-agent interactions, leading to significant improvements in telesales operations through customized training sessions.

48%
Increase in sales

90%
Agent performance in sales **increased**

23%
Call quality score **increased**

DIFFERENTIATORS

Full Coverage
100% of the interactions monitored, including calls, text and video.

Hybrid Approach
Agent performances scored with a combination of Knovvu evaluation engine and supervisor scoring.

Maximum Flexibility
Intelligent Forms, historical scoring, smart rule creation features provide flexibility when criteria revision is required.

Statistical Comparison
Easily pinpoint what your best-performing agents are doing correctly so that you can support agents in need effectively.

Enhanced Training
We analyze the interaction data better to give your supervisors better training tips.

Fast Adaptation
Knovvu AQM is designed to minimize the product adaptation cycle and support your supervisors from Day 1.
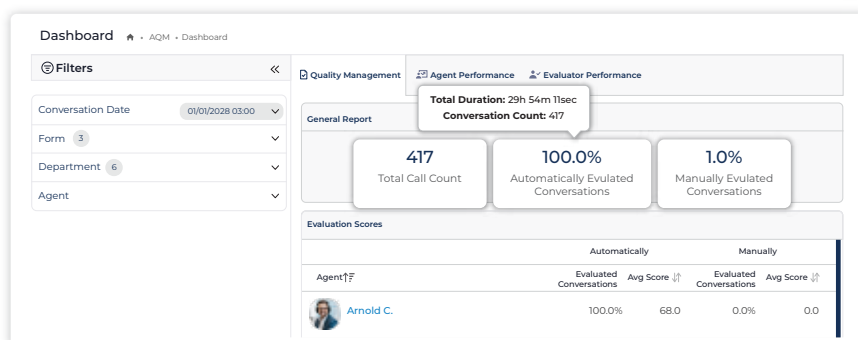
Hybrid Evaluation

The solution evaluates agent performance, whether automated or manual, using standard parameters, considering script adherence, acoustics, and more...