Verint Speech Analytics

Competitive advantage often depends on anticipating and addressing market needs faster than other organizations. And few things can tell you more about your business and market than the voice of your customers.

Verint® Speech Analytics™ provides advanced functionality that can automatically surface intelligence from thousands — even millions — of recorded calls, so you can take action quickly. This next-generation analytics solution can reveal the intelligence essential for pinpointing cost drivers, trends, and opportunities; identifying strengths and weaknesses with processes and products; and understanding how your offerings are perceived by the marketplace.

Right out of the box, Verint Speech Analytics can provide sophisticated conversational analytics to automatically identify, group, and organize the words and phrases spoken during calls into themes, helping to reveal rising trends and areas of opportunity or concern. Going beyond merely isolating words used repeatedly during a specific time period, Verint's conversational analytics can identify and group words that are different, but contextually related to a particular topic, such as relating *overage, minutes of usage*, and *late charges* to "fees."

With this innovative functionality, you can quickly build categories that reflect current customer issues and concerns across thousands of calls, helping you take action right away. You don't even need to tell Verint Speech Analytics what to look for — the solution can identify themes automatically, continually refine them, and add new themes over time. It's a practical and powerful way to help business users continually stay on top of customer perceptions and what's being said during calls.

Verint Speech Analytics can perform automatic theme discovery on recorded calls to identify and group words that are contextually related, helping you easily spot rising trends and potential issues.

Key Benefits

- Provides fast time to insights from recorded calls and delivers findings that are accurate, unbiased, and granular.

- Delivers ongoing business value, without the need for costly setup overhead, lengthy consulting engagements, and data interpretation by trained analysts.

- Helps you optimize customer engagement and omnichannel service strategies by revealing trends, opportunities, potential issues, and the root cause of customer perceptions so that you can take action quickly.

- Provides a premise-based or SaaS solution to meet your business needs.

Gain a Deeper Understanding From Your Data

Verint Speech Analytics uses patented technologies to index and categorize your contact center interactions. You can search for an unlimited number of terms by keyword, phrase, or business category — even zero in on emotional calls. An intuitive user interface provides guided search capabilities, workflows, and views that can make it easy to understand, display, and share information.

Verint Speech Analytics can process up to 100 percent of calls — a benefit for compliance scenarios — and provide results within seconds. This expedited processing can significantly reduce data storage requirements while simplifying database maintenance. The solution can categorize call content accurately, including accents, dialects, and slang, and can be customized to accommodate specialized words, such as industry terminology. Software-based speaker separation can help you discern who said what, even in mono recording environments. The solution can even help reveal the potential underlying root causes for specific calls.

Optimize Customer Engagement

You can deploy Verint Speech Analytics together with Verint Text Analytics™ to converge insight from your text and voice channels efficiently — a significant benefit for delivering omnichannel customer service. The solution can help you gain a deeper view into customer journeys, wants, and concerns, and take targeted action quickly. It's a crucial capability that can help your organization optimize customer engagement.

Choose Deployment Options To Meet Your Business Needs

Verint Speech Analytics is available as a premise-based or SaaS solution, which offers functionality and data security comparable to traditional deployments while helping to reduce start-up times and costs, and simplify system administration. Either way, the solution can share data with Verint's workforce optimization, quality monitoring, and recording solutions, helping you leverage data from phone interactions in other business processes and decision making.

Verint Speech Analytics – Part of Verint's Customer Analytics Solution

Verint Speech Analytics is part of Verint Systems' patent-protected portfolio of customer analytics solutions. These solutions combine software and services to provide an omnichannel view of customer journeys, identify their drivers and root causes, and facilitate action to enhance customer engagement.

Benefit from World-Class Consultants

Verint Consulting Services can help you get the most from your investment. From strategy, customer research, and business impact consulting to implementation, training, customer support, application consulting, and change management, you can be confident that our experienced teams understand your business practices and operations — and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at **www.verint.com**.

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