Interaction Analyzer™

Get detailed insight into how companies and customers interact.

Interaction Analyzer removes the barriers many contact center organizations face when trying to deploy a world-class speech analytics solution. Part of the Interactive Intelligence Customer Interaction Center® (CIC) all-in-one solution, Interaction Analyzer gives organizations deep insight into how they interact with their customers. Insight they can use to enhance agent performance, improve service delivery, and provide a customer-satisfying experience. It's also cost effective to deploy and use – which makes for a quicker return on investment and maximum value.

Take action in real time – and beyond.
Unlike traditional speech analytic solutions that mine recorded call audio, Interaction Analyzer listens for, detects, and alerts on spoken words and phrases in real time. This approach allows contact centers to take action while calls are in process, not after they've ended.

Speech analytics results are also stored with the recordings to provide value beyond the real-time interaction. Businesses can quickly find high-value interactions based on what was said by either the agent or the customer to improve key business processes like quality monitoring, ensure regulatory compliance, or identify emerging trends in customer conversations.

Deliver value across the business.
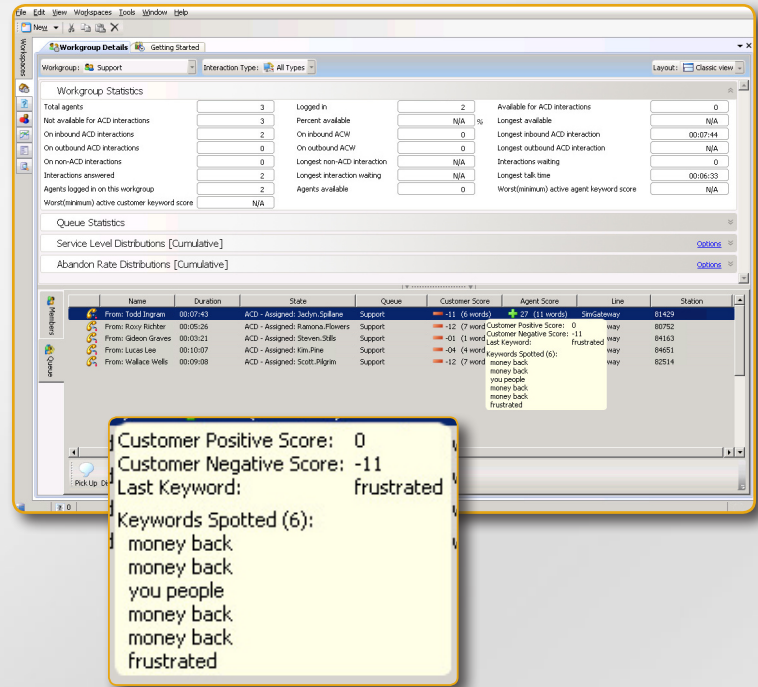Interaction Analyzer provides benefits to stakeholders within the contact center and throughout the organization.

Supervisors can be alerted in real time to issues currently occurring on a live call, allowing them to intervene when necessary, and avert undesirable outcomes.

QA Staff can decrease the time to locate the best interactions for evaluating and improving agent performance. They can easily find calls where service problems occurred, agents failed to follow defined procedures, or customer retention was at issue.
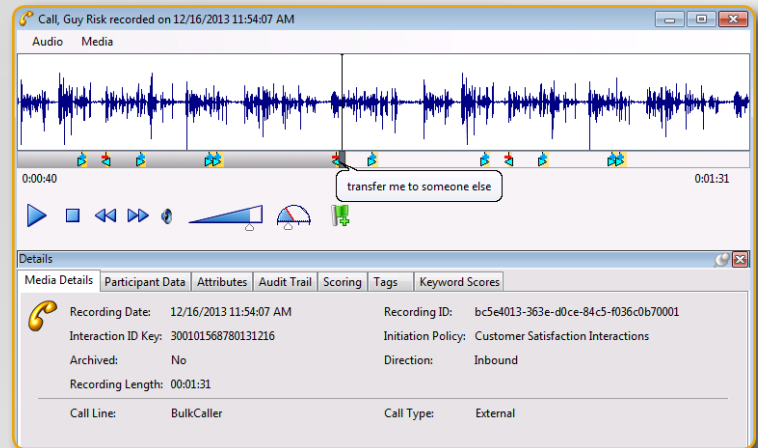
Management can identify and take action on service trends, improvement opportunities, or potential threats sooner rather than later.

Get the full workforce optimization suite.
Interaction Analyzer is a part of the Interactive Intelligence workforce optimization (WFO) suite, a comprehensive solution for optimizing workforce performance to achieve operational goals. Seamless integration with the Interactive Intelligence all-in-one contact center solution ensures quick deployment, lower operating costs, and worry-free operation. Interactive Intelligence WFO provides feature-rich functionality for interaction recording, workforce management, quality management, customer feedback, strategic planning, and real-time speech analytics.

Live call and what keywords and phrases Interaction Analyzer heard on the call

Spotted phrase by Interaction Analyzer logged with the recording in Interaction Recorder

INTERACTIVE INTELLIGENCE®

Key features

Real-time keyword and phrase spotting
- Define lists of keywords with alternate spellings and scores
- Associate keyword lists with one or more inbound/outbound queues
- Differentiate between agent and customer sides of the conversation
- Directly access high-fidelity audio streams to improve detection
- Support multiple languages concurrently

Real-time Interaction Supervisor™ views — monitoring, alerting, interaction scoring
- View spotted words and conversation scores per interaction for monitoring as desired
- Receive alerts for calls when pre-determined thresholds are reached
- Track overall scores by agent and queue

Interaction Recorder® integration, store analytics results with recordings for quick search and trending analysis
- Store spotted keywords with recordings for additional search capabilities
- Tag recordings with keyword list category (e.g., unhappy customers)
- Search for spotted keywords in playback — jump to a specific keyword and then listen

IceLib™ customization
- Make spotted keywords available in real-time for client-side integration

Speech analytics reports
- Report on keyword category and scoring trends by queue or agent

Key differentiators

Cost effective unified speech analytics and IP communications software solution
- Part of CIC's all-in-one suite vs. a stand-alone product
- Leverage the existing CIC architecture — no new servers to deploy or tools to learn

Clear business value with quantifiable ROI
- Improve the efficiency and effectiveness of existing contact center roles and processes
- Supervisors — highlight interactions and agents to monitor in real time to improve customer satisfaction and avoid undesirable outcomes
- QA staff — decrease time to locate the best calls for evaluation
- Contact center management — identify trends, improvements, opportunities, and threats much sooner

Straightforward to deploy
- Interaction Analyzer requires no integration of third-party audio or recordings
- No additional software to install – simply turn on licenses and start using

Spotability™ guidance and threshold control
- Predict the ability to successfully identify keywords and phrases based on different linguistic and phonetic factors
- Minimize false positives, maximize keyword and phrase search effectiveness

Conduct analysis on same audio stream and at the same time as supervisory monitoring and call recording
- No need for increased network bandwidth or after-the-fact re-processing of recordings
- Reduce deployment complexity and architecture cost significantly

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Interactive Intelligence is a global provider of contact center, unified communications, and business process automation software and services designed to improve the customer experience. The company's unified IP communications solutions, which can be deployed via the cloud or on-premises, are in use by more than 5,000 organizations worldwide.

At Interactive Intelligence, it's what we do.

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