ANALYTICS-DRIVEN QUALITY CONSULTING

Driving enterprise decisions through speech analytics

As a cutting-edge contact center, you want to steer your business based on customer feedback. These strategic decisions are best made by gathering and analyzing data from daily customer interactions and using that information to enhance customer loyalty, leverage new revenue opportunities, increase process efficiencies, enhance self-service operations and improve first call resolution.

The technology offered through inContact's Analytics-Driven Quality (ADQ) solution provides the opportunity to gain a complete understanding of your customers' concerns, frustrations and overall experience. Through speech analytics, it enables you to identify problem areas and proactively address issues by making informed changes in your contact center. However, in order to provide the appropriate insights to your business, it is important to establish baseline measurements, contact categories and strategic keywords and phrases early in the process.

inContact's Business Consultants will partner with your team to provide best practices, create a customized plan and guide your contact center to success with ADQ.

Brief Overview:

Our Business Consultants can help you setup your ADQ program to enhance quality management with actionable data from your audio recordings.

- Align strategic business objectives with your Voice of the Customer program

- Setup keywords and phrases to detect issues immediately

- Improve customer retention with proactive techniques

- Gain insight to customer sentiment

- Coach agents using KPI-driven monitoring

Our Experts Will Help You:

- Analyze your business and identify key processes in your customer experience
- Review your contact center's "current state" and set goals for short and long-term improvement
- Identify strategic and measurable business objectives for your ADQ system
- Select keywords and phrases to track throughout customer interactions
- Implement remediation techniques to resolve issues in your program
- Identify key measures for your program to gauge progress and success

Our consultants will identify business objectives, goals, appropriate keywords and phrases and determine baseline reporting criteria. In addition, we will work seamlessly with inContact's implementation team to guide creation of your best-in-class ADQ solution. After putting our recommendations into action, we will continue to analyze your data for two weeks to ensure your program is running smoothly.

Upon completion, we will present our top recommendations and suggested action plan to your team. You will receive a customized final report summarizing our findings including a gap analysis, implementation lifecycle report, detailed category and keyword list, suggested enhancements for your Voice of the Customer program and numerous other best practices to prepare you for ongoing success.