Spoken

Automated Quality Analysis

Spoken's Automated QA tool provides a unique benefit to call center managers: using live, automated metadata, Spoken can help managers save calls in real time. And the automatic reports save time in comparison to the linear, high-touch QA processes already in place—without having to listen to any of the call audio.

Rich metadata feed

In conjunction with the Dual Channel Call Recorder, Spoken's automated QA tool mines rich fields of metadata that provides valuable QA insights. Spoken's technology gathers information on a variety of factors as the Call Recorder records, including audio duration, Average Handle Time, overall silence time, silence events over or under average, talkover time, number of talkover events, and first speaker/last speaker. Check all these metrics instantly, without having to listen to every call.

Basic	Length	Silence	TalkOver	Speaker
Location	Audio duration	Number of silence events	Overall talkover time	First speaker
Campaign	Audio over/under average	Overall silence time	Longest talkover time	Last speaker
Agent ID	Average Handle Time	Longest silence time	Number of talkover events	
Call date	Over or under AHT mean	Silence/Average Handle Time	Talkover/AHT	
Agent first name		Silence events over/under AHT		
Agent last name				
Call duration				
Call type				
Call ID				
Line of business				
Media type				
Media audio link				
Customer phone				
File name				

Key Benefits

QA Metadata:
Best-of-breed data points for pinpointing key areas for agent coaching, training and improvement—match against QA standards

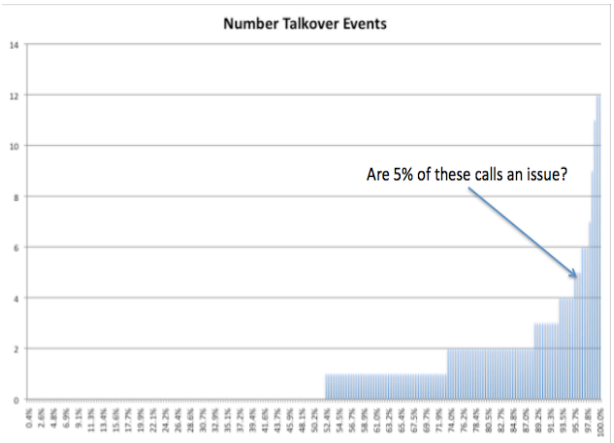
Modular:
Friction-free integration as a modular plugin to existing infrastructure

Flexible:
Use alone or in conjuction with existing QA tools

New Levels of Quality Assurance

Combine the Automated QA data stream with existing QA tools to pinpoint real-time and historical quality issues. See instantly, without listening to the entire call such data as:

- Silence time in relation to call duration
- Determine instantly if hold time is an issue
- See silence events over or under average for the call center
- See silence events over or under average for any agent
- See talkover time analysis



About Spoken's Call Center Suite
Spoken's Call Center Solutions platform provides an infrastructure, enabling access to a flexible set of modular services:
Conversational IVR
Dual Channel Call Recorder
Automated QA
High Volume Call Manager
Hosted ACD
Secure Data IVR

Spoken Communications

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