Verint Speech Analytics

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 organise 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."