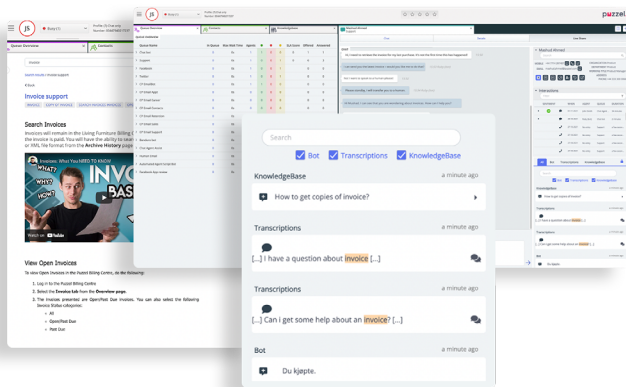# Real-time Voice Interaction Analytics

Part of the Puzzel Contact Centre Solution

Improve live conversations in your contact centre

Real-time Voice Interaction Analytics provides agents with helpful insights and suggested answers to customer questions during live calls. It works by listening to the ongoing conversation and extracting the keywords, context and customer's sentiment to suggest the best possible answers contained in your knowledgebase, chatbot solution or historical call transcripts.


Speed up handling times

Real-time Voice Interaction Analytics presents the right information to agents, at the right time, to help them answer customer enquiries quickly and accurately. No more having to hunt around for answers in your internal systems!

Track the customer's mood

Agents can track customer sentiment in real-time and proactively adjust their language or approach to demonstrate empathy, alleviate tension, and improve the outcomes of their calls.
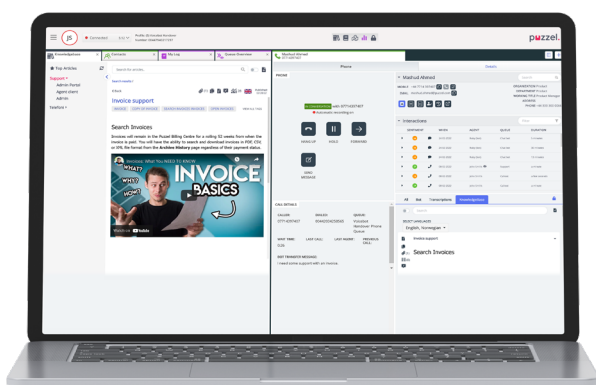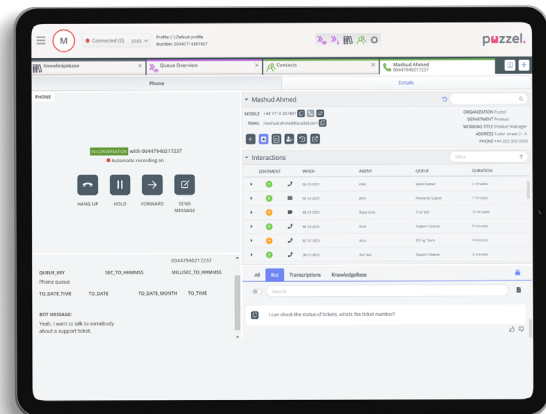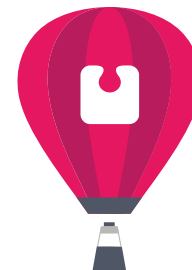

Support new hires

New hires can ramp up quickly and learn on the job with all product information and answers to Frequently Asked Questions at their fingertips, saving managers time and money on training.

Why contact centres choose
Real-time Voice Interaction Analytics:

✅ **Increase first-time resolutions**

Real-time Voice Interaction Analytics reduces the need for costly call-backs, increasing your first-time resolution rate and customer satisfaction.

✅ **Reduce running costs**

With faster handling times and a higher first-contact resolution rate, your agents will be able to serve more customers per shift.

✅ **Improve consistency and reduce errors**

With everyone adhering to the same playbook, you can deliver more consistent, compliant and professional customer service.

About Puzzel

Puzzel is the leading European provider of cloud contact centre solutions. Every day, more than 1,100 organisations across 40 countries use our software to deliver smart customer experiences, blending the powers of people and technology to serve customers efficiently, effectively and with empathy. Puzzel is the CCaaS provider organisations trust when every moment matters.

puzzel.

Find out more
To learn more about Real-time Voice Interaction Analytics **puzzel.com**