Xdroid

Improving Contact Center excellence by AI driven speech-text and emotion Analytics

Xdroid is a software development company enabling digital transformation in contact centers through voice and text solutions based on artificial intelligence and machine learning. By processing 100% of customer interactions, we automatically provide objective, consistent and valuable insights, and information about each conversation. Our emotion analysis, keyword detection and semantic capabilities can reveal opportunities to improve customer experience, agent retention, productivity, and compliance. Our innovative and competitive solutions help contact centers understand the customer journey and bring them closer to a 360-degree customer view. Xdroid offers three systems Voice Analytics, Text Analytics and Operator Assist, each with its specific application. Through advanced Analytics and integration, we provide unique insights that will give an edge over the competition.

Why our customers use VoiceAnalytics?

- Increase sales efficiency
- Compliance check
- Complaint prevention
- Improve performance
- KPI management
- Root case analyses
- Training management
- Automated and objective quality scorings

Voice Analytics

Voice Analytics is our offline analytics tool detecting True emotions, doing automated in-depth analytics through our insight learning and integrate with CRM and NPS systems.

Text Analytics

Automatically analyze any quantity of text with human-level accuracy. Identify the main topics and patterns, quantify main opinions and analyze targeted questions.

Operator Assist

Our Real-time engine transforms the way agents interact with customers. It can significantly reduce the time for content search and wrap up and provide instant alerts and compliance checking.

"We use a wide range of services from speech- and emotion analytics and KPI management to the most sophisticated call analytics and TNPS evaluations, provided by the tool." „ Due to the unique and innovative approach and the business results we achieved on quality and efficiency improvements we won the most customer-centric global award of AEGON Group in 2017 and 2018 as well."

Anikó Böröndi, Head of Contact Center, AEGON Hungary

"Built-in Insight capabilities support our business and quality objectives"

"Awareness and loyalty of agents improves and enhances performance"

"Quality management becomes an automated and systematic control"

VoiceAnalytics
to achieve business benefits

Measure
- Productivity markers (speech- music and void periods)
- Emotions (happy, displeased, disappointed, neutral, uncertain)
- Keywords and phrases

Analyze
- A 360 degrees overview of all interactions
- Automate the selection and categorization of emails
- Composer for advanced sentence search
- Find key reasons for satisfaction and customer complaints

Act
- Real-time advise for agents
- Transparent and objective agents evaluation
- Gamification of agent performance
- Quality and training managers find critical agents/ critical areas of agents by just a few clicks
- Take next action for customer retention or sale

VoiceAnalytics in the cloud
Voice Analytics is built as a cloud solution. Xdroid is certified by Microsoft to work in the Azure cloud environment and can, therefore, bring the full benefits of a reliable analytic tool.

Key reasons
Three key reasons why contact centers use our system:
- Efficiency and quality
- Compliance tracking
- Customer interaction
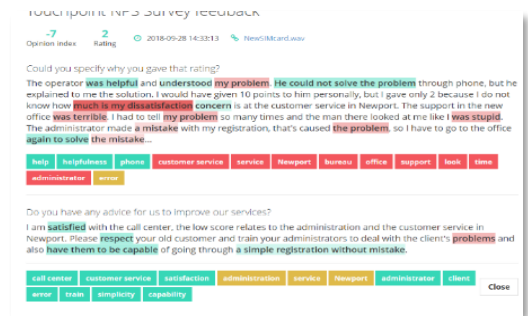
Why Xdroid?
We offer a feature-rich, end-to-end solution combined with a very intuitive and easy to use GUI. The solution is specifically designed for Contact Center managers, quality-, training, and HR managers.

Benefits you can achieve
values are measured by our customers

Improve speech efficiency by a minimum of 3% (absolute value)

Enhance efficiency of complaint management by 50% (relative vaue)

Increase sales efficiency by 17% (relative value)