Speech Analytics AI for Customer Success

- Speech & Sentiment Recognition
- Revealing Behavioral Patterns
- AI-powered Insights and Recommendations
Problem we solve

Blind Game with Customers

Which agents’ actions impact decisions made by customers?

Which customer segment reacts better to specific proposition?

Who of agents interacts with customers in the worst way?
Solution we offer

Speech Analytics
AI for Call Centers

- Tracks both Content and Sentiment of the calls
- Reveals Behavioral Patterns and Dependencies
- Assists Agents with Real-time Recommendations
See Big Picture

Solution we offer
Monitor Every Call
Solution we offer

Track Content & Context
Technology: Every aspect of speech

- Pronunciation
- Volume
- Pace
- Pauses
- Filler Words
- Pitch
- Prosody
- Register
- Timbre
- Gender
- Emotion
- Accent
- Age
- State of Mind
- Content
- Topic
Box Integrations and API

**Business Analytics**
- Power BI
- Sisense
- Google Data Studio
- Tableau

+ Custom Integration

**Call Center Software**
- Cisco
- RingCentral
- Avaya
- Aircall

+ Custom Integration
Production Implementation Roadmap

**Analytics & Reports**
- On-Premise Deployment & Integrations
- Historical Big Data Analysis and Revealing Behavioral Patterns
- Analytical Dashboard and Reports

**Assistance for Agents**
- Real-time Customer Demographics Detection
- Behavioral Suggestions and Recommendations
- Real-time QA and Alerts for Managers

**Ongoing Support**
- Algorithms, Models and Software Updates
- Fixing Technical Issues
- Consulting (Conversational Design, CX experiments for calls, further improvements)

4 months | 4 months | Lifetime

Up to 1 year to implement
Security, Compliance and Service

- **On-premise Deployment**
  - Everything is stored on enterprise servers

- **SSL Encryption**
  - Encrypted data exchange

- **Intranet Data Exchange**
  - Prohibited external access to the sensitive data

- **GDPR Friendly**
  - Data is managed and secured in compliance with GDPR regulations

- **99.5% Uptime SLA**
  - Guaranteed uptime of products

- **8/5 Support**
  - Our experts are ready to support and consult
Let’s improve customer success together!

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