






# LEVERAGE AI-DRIVEN INSIGHTS TO OPTIMIZE CUSTOMER AND EMPLOYEE EXPERIENCE

Discover key insights from your call data with the combined power of Red Box voice capture and Microsoft Dynamics 365 Customer Service Insights


## UNLOCK CALL INSIGHTS AT SCALE








Listening to, assessing and scoring calls has long been a key element of managing agent performance and guiding training and coaching. However this has historically been a manual and tedious process and was limited to only a small sample of calls.

Red Box is a preferred telephony partner for Dynamics 365 Customer Service Insights, empowering Customer Service Managers to analyze calls at scale and generate valuable insights that will enable them to optimize training and coaching and ultimately improve the performance of individual agents and the team as a whole, as well as unlocking valuable actionable insights around topics and issues affecting the customer experience.

-  Provide personalized and targeted coaching for individual agents
-  Identify trends to tailor and optimize training programmes and drive content creation
-  Flag negative sentiment in calls that may impact CSAT scores
-  Identify top and emerging issues, root causes and fixes
-  Accelerate the onboarding process

### CAPTURE HIGH QUALITY AUDIO



-  PBX
-  UC
-  Call Centre
-  Radio
-  Mobile
-  Trading
-  Meetings

Quality voice capture overlay where there is an existing call recorder

 Microsoft Azure

Quality Audio + Rich Metadata pushed into organization's Azure Instance

OPEN API

### ANALYSIS DELIVERED INTO DYNAMICS TO OPTIMIZE CUSTOMER AND EMPLOYEE EXPERIENCE

 Microsoft Dynamics 365 Customer Service Insights

Aggregated call analytics dashboard in conversation intelligence delivering actionable insights for Customer Service Managers including:

Call Sentiment 

Content 

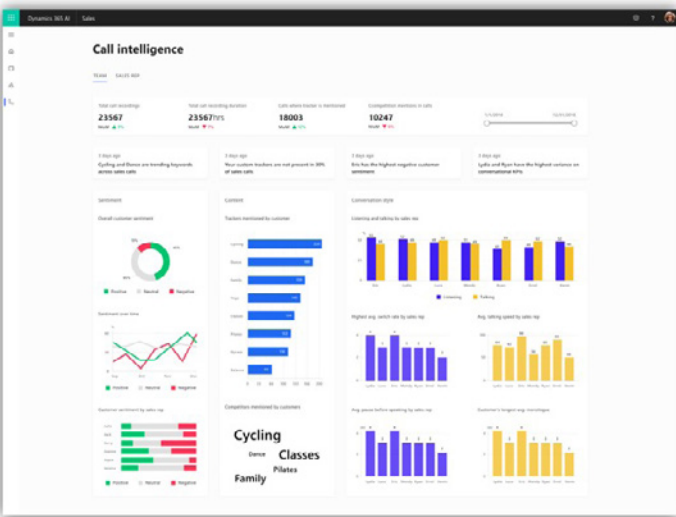
Conversational Style 

CAPTURE FROM 55+ TELEPHONY PLATFORMS

# CUSTOMER AND EMPLOYEE INSIGHTS

Conversation intelligence, part of Dynamics 365 Customer Service Insights, offers an aggregated dashboard delivering actionable insights across the full team including:

- **Call sentiment:** Based on the transcript that is generated from the captured audio, customer sentiment is extracted for each call and aggregated to give a picture across all calls. The sentiment is visualized on a time series to see whether they are improving over time. Sentiments can also be displayed to compare agents to each other, helping the manager identify whether any individual agents are falling behind the rest of the team.



## ABOUT RED BOX

Red Box is a leading global voice capture specialist and has been selected by Microsoft as a preferred partner to fuel conversation intelligence. Offering 55+ UC and telephony platform integrations (legacy and new), organizations can quickly be leveraging high quality audio captured from existing infrastructure, rich meta-data and Microsoft transcripts of those conversations at scale, to unlock performance enhancing insights.

To optimize the customer and agent experience with Red Box and Microsoft Dynamics Sales Insights contact us at [enquiries@redboxvoice.com](mailto:enquiries@redboxvoice.com)

- **Content:** Tracker words that are occurring frequently in conversations are highlighted and can help guide training content for agents driving the most cases and the longest resolution times. These insights can be used to drive actions such as root cause fixes, additional training or chatbot automation to help reduce the overall volume of calls and increase customer satisfaction.

- **Conversational style:** These behavioral KPIs provide deep information about the conversational style of agents. While “talk-to-listen ratio” gives a good understanding of how regularly an agent is listening to the customer, “switch rate” signals how engaging a rep is while they are talking. “Pause before speaking” can indicate how patient an agent is. The “longest monologue by customer” can signal whether a rep is asking good questions that enable them to understand customer needs. All these KPIs collectively can be leveraged by the manager to understand the different styles of his team members and coach them appropriately.

## INDIVIDUAL AGENT INSIGHTS

With conversation intelligence, part of Dynamics 365 Customer Service Insights, Managers can also drill down to understand a specific agent’s calls in more depth and where the agent stands in comparison to the rest of the team.

Sentiment is displayed across all the calls for agents and specific calls can be selected. The page displays the entire transcript of that selected call and a sentiment timeline. The manager can then jump straight to a moment in the call when the customer sentiment deteriorates and, by looking at transcript, recognize how the agent could handle a similar situation better in the future.

