Elevating Customer Engagement During Calls

Customer engagement during calls is crucial, yet many contact centers miss the mark, resulting in one-sided conversations and dissatisfied customers.

Celebal Technologies offers a comprehensive Open AI solution, with real-time agent assistance and dashboards for seamless contact center operations. This empowers agents to provide excellent service while enabling managers to optimize performance, ultimately enhancing customer satisfaction and business success.

Impacts of Adoption

Personalized Interactions

20-30%

Faster customer resolution

Agent Training

30-35%

Reduced Agent Training Time

Uplevel Self-Service

50-60%

Improved First Time Resolution

Less Operation Costs

15-20%

Lower Labor & Operational Costs

Real-Time Agent Assist

Speech Analytics

Instant insights & recommendations to enable agents to deliver superior customer service.

Post Call Analytics

Summarization and auditing capabilities for call center managers to review & analyze calls quality.

Voice Bot

Advanced Voice Bot powered by NLP to transcribe calls & analyze customer sentiment, call duration, & key metrics.

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Key Performance Indicators (KPIs)

Agent & Manager Dashboard: Monitor & manage performance in real-time.

Call Tagging: Label and categorize calls for further analysis.

Pre-built PBX System Integration: Seamlessly integrate with existing systems.

Speaker Detection: Identify who is speaking during a call.

Profanity: Detect and manage inappropriate language in calls.

Recommendations: Receive actionable recommendations based on call data

Speaker Diarization: Identify speakers in calls for context analysis.

Knowledge Base: Build a repository of insights for future reference.

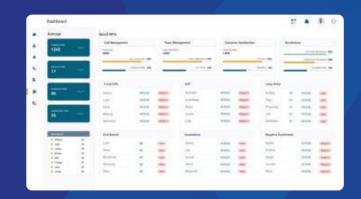**Sentiment Journey:** Analyze customer sentiment throughout calls.

Context Analysis: Understand the context of customer interactions.

SLA Breach: Ensure adherence to service level agreements.

Manager Dashboard

→ **Performance Monitoring:** Comprehensive tool to monitor the performance of their teams and individual agents in real time.

→ **Key Performance Indicators (KPIs):** Displays key metrics like call volume, average call duration, customer satisfaction scores for efficiency assessment.

→ **Quality Assurance:** Supports quality assurance & adherence to quality standards through call reviews.

→ **Data-Driven Decision-Making:** Real-time actionable insights to optimize resource allocation, training, & agent performance.

Agent Dashboard

→ **Real-Time Feedback:** Offers agents immediate performance feedback during calls.

→ **Call Analytics:** Provides customer sentiment, call duration, and keyword insights for tailored responses.

→ **Personalized Performance Metrics:** Displays individual metrics for self-improvement tracking.

→ **Call Script Assistance:** Offers prompts for scripted responses, ensuring accuracy.

→ **Improved Customer Interactions:** Enables better service, efficient issue resolution, and enhanced customer experiences through real-time data and guidance.

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Our Approach

Workshop (1 week)
$1000

Initial assessment to understand your unique requirements.

Solution Roadmap (3 weeks)
$1500

Strategic plan outlining implementation steps.

Solution Assessment (2 weeks)
$1500

In-depth analysis to develop a tailored solution.

POC/MVP (4 weeks)
$8,000

Proof of Concept or Minimum Viable Product development.

About Us

Celebal Technologies is a prominent software services company specializing in Data Science, Big Data, and Enterprise Cloud solutions. We have served over 200 global Fortune 500 companies. Our presence spans across the US, Canada, APAC, Japan, MEA, India, and Australia. Our mission is to empower businesses of all sizes to gain a competitive edge through intelligent data solutions, leveraging cutting-edge technology.

Choose Celebal Technologies for a smooth shift to smart data solutions and enhanced customer engagement.

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Microsoft Solutions Partner

Infrastructure (Azure)
Data & AI (Azure)
Digital & app Innovation (Azure)
Security

Website: www.celebaltech.com