

# Voice Intelligence for Better Customer Service

Automate quality assurance and improve coaching with AI. Turn every agent into your best brand representative.

**5%**  
CSAT Improvement

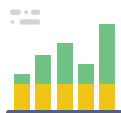
**100%**  
Compliance Tracking  
(Up from 2%)

**6X** increase in  
Call Coverage

**7%**  
AHT Reduction



## How It Works



### Voice Analytics

- Store 100% of calls & transcribe them with the highest possible accuracy via our SpeechNLP technology
- Uncover root cause of cost-drivers, such as Supervisor Escalation, Dead Air, Hold Time Violation, and more
- Access rich analytics on areas like Sentiment, Call Drivers, Empathy & Talk to Listen



### Quality Automation

- Automate the quality assurance process by identifying the best calls to QA with AI.
- Filter calls by agent and streamline call scoring. Use AI to immediately identify points of interest on calls, such as openers, closers, and escalations
- Intuitively screen calls for compliance phrases and redact sensitive phrases from calls



### Agent Coaching

- Empower agents with personalized coaching & gamification in areas like quality, customer happiness, resolution, and more
- Use AI to quickly surface points of interest on calls so supervisors can provide richer contextual feedback
- Uncover important Call Drivers, such as why someone was put on hold or what inspired a Supervisor Escalation



tripadvisor

upgrade

Root  
Insurance Co

JOHN PAUL

CONCENTRIX

refresh  
FINANCIAL

EMPLOYBRIDGE

itelbpo  
smart solutions

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We saw an 87% increase in QA efficiency within four weeks of going live with Observe.AI and reduced the time it takes to onboard new agents by 20%. We are excited to leverage Observe.AI's Voice AI Platform to have full visibility into customer conversations so we can train agents faster and unlock new insights.

**Marty Sarim**  
CEO, ERC BPO

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Quality Assurance & Compliance

Score

Filter

Listen

LAST 7 DAYS

1.92%

Negative Sentiment - Customer

5.13%

Negative Sentiment - Agent

6.2%

Overtalk

7%

Dead Air

12.7%

27.9%

Default Team

Last 30 Days

Filter

> Call Duration

> Agent

> Disposition Code

> Call Direction

> Ring Group

View an executive summary of metrics like call reason, IVR, overtalk, and more.

Filter calls taken by agent, date, or team. Drill down on specific moments in calls that meet parameters, such as "screenshare used" or "dead air."

Quickly access call details and key moments across 100% of calls. Search calls and speed up playback to QA more efficiently.

Coaching & Customer Service

Coach

Analyze

Gamify

Add a comment at 23:10 min

Jennifer: I'd like to add 2 notes here:

1. I think it's always good when talking

Add Comment

horrible

horrible

horrible

horrible

horrible

Dead Air

9 min

Overall Average Hold Time

Top AHT Violators

Provide in-the-moment feedback to agents who receive greater transparency around their performance.

Search transcripts for specific words and phrases that can provide context and inform business decisions.

Identify and reward top performers for achieving metrics like lower supervisor escalations, lower hold times, and reductions in negative customer sentiment.

About

Observe.AI enables Voice Customer Service agents to provide better customer experiences by analyzing 100% of calls with AI. Leverage the latest Voice Intelligence technology for quality automation and agent coaching. Observe.AI is trusted by more than 80 global customers and partners, including Concentrix, Talkdesk, Mitel, Microsoft, Sysco, Employee Bridge, ERC BPO, GroupOne Auto and more. Backed by Nexus Venture Partners, Y Combinator and Emergent Ventures, Observe.AI's headquarters is located in San Francisco with an office in Bangalore. For more information, visit [www.observe.ai](http://www.observe.ai).