Cognizant® Call Performance Analyzer

The Cognizant® Call Performance Analyzer solution offers real-time and recorded call transcribing automation. By possessing the ability to transform spoken words into written text, as well as condense written text into summaries, this tool serves as a potent instrument that can be utilized by call centers and service desks to enhance productivity. It offers valuable insights into speech patterns and emotions, ensures precise transcriptions of phone conversations, and facilitates adherence to regulations, resulting in improved incident management and accurate reporting.

Investing in optimization services has helped executives create happy work environments and a customer-centric culture by focusing on meaningful interactions.

Generative AI for enhanced customer experience and improved agent efficiency and productivity

- ✓ Support for 30 languages
- ✓ Support for batch call ingestion and text analytics
- ✓ User-friendly data visualization with Power BI
- ✓ Automation of call transcriptions in real-time and recorded calls
- ✓ Compliance and PII protection for data security

- ✓ Highly accurate automated call transcriptions.
- ✓ Enhanced efficiency by reducing call length and routing.
- ✓ Secured PII and compliance.
- ✓ Better client retention and satisfaction
- ✓ Deep consumer insights for sales and training