

# CallMiner Conversation Analytics Platform

The CallMiner platform is an industry-leading conversation analytics platform that analyzes 100% of customer conversations to reveal deep insights that drive better business outcomes.

## The High Cost of Critical Insights

Customer conversations have insights that can radically transform your business and unlock untapped revenue potential. **But manual review and surveys don't provide the same level of insight, they're resource intensive, and not scalable.**

Companies often monitor less than 2% of customer interactions. That leaves missed intelligence in 98% of your conversations. Even monitoring 2% requires a huge investment in time and labor. Once insights are derived, a manual intelligence process produces a 30-45 day reaction time, while agents and customers continue to be lost.

Gathering conversational intelligence takes a lot of effort. Yet without this intelligence, your business is at risk – competition is high, customers are fickle, and contact centers are costly and inefficient.

- **<2% interactions monitored**
- **30-45 day reaction time**
- **Large human resource investment**
- **Agent & customer attrition**
- **Intelligence missed**

## The CallMiner Solution

The CallMiner platform is a cloud-based conversation analytics platform that leverages AI and machine learning to capture, transcribe and reveal deep insights hiding in customer conversations to drive better business outcomes.

Our conversation analytics solution automatically mines and scores 100% of customer interactions, instantly revealing insights that drive better outcomes for customers and the organization. Businesses can understand what is driving customer sentiment, reduce operational costs, improve contact center efficiency, develop and coach more effective agents, and mitigate compliance risk. Insights can happen post-call to identify patterns and areas of opportunity, or in real-time to automatically alert, guide, and score agents for consistent and continuous feedback.

## Key Benefits

- **Retain customers** – Use conversational analytics to gauge customer satisfaction and uncover drivers of sentiment, provide insights to reduce churn
- **Reduce operational costs** – Conversational insight can reveal contact drivers to better serve customers along their digital journey and increase convenient self-service.
- **Improve efficiency** – Understand what's driving hold time, handle time, call silence, etc to build more efficient teams and processes.
- **Improve Effectiveness** – Use analytics to deliver better CX, stronger performing sales, better payment outcomes, and more by understanding what is driving your team's effectiveness.
- **Develop and coach agents** – Automatically guide and score agents to deliver consistent and efficient quality management on 100% of conversations. Conversations are monitored for at-risk interactions and supervisors are alerted to step in for rapid course correction.
- **Mitigate compliance risk** – Monitor 100% of conversations for compliance, alert agents to initiate procedures.

## How the CallMiner Conversation Analytics Platform Works

The Eureka speech-to-text engine combines deep neural networks and machine learning to achieve extraordinary levels of transcription accuracy along with sentiment analysis. An automated categorization engine merges keyword and phrase identification with word tempo, silence, agitation and topic mapping to generate critical insights organizations can quickly turn into action.

This battle-tested platform is well suited to quickly scale and begin transforming vast volumes of audio and text data from across your organization into actionable insight:

- **Converts audio with language patterns, acoustics and timing into categories tailored to business needs**
- **Identifies customer AND agent dialog with sentiment to pinpoint optimization opportunities**
- **Redacts both audio and transcripts to support compliance at every step of the customer interaction**



### Interactions

Omnichannel  
Interaction  
acquisition (with  
metadata)



### AI Powered Transcript

Transcription  
and acoustics  
measurements



### Categorization & Tagging

Semi-Supervised  
ML driven contact  
classification



### Predictive Scoring

Weighted rules-  
based automated  
scoring



### Insights

Agent performance  
and CX insights

**"CallMiner has the most advanced, enterprise-ready speech analytics functionality"**

**The Forrester New Wave™: AI-Fueled  
Speech Analytics Solutions.**

## Why CallMiner

CallMiner offers a comprehensive solution combining AI-driven search features, real-time coaching and alerts, post-call analytics-based autoscoring, and unmatched accuracy to help businesses take action.

**Return insights fast** – Deliver insights fast with CallMiner's robust selection of pre-built analytics content and machine learning tools that get you uncovering what matters most in no time.

**Omnichannel capture** – Capture and analyze 100% of structured and unstructured interactions wherever and however they occur, across all channels, at scale.

**Coach, guide and improve** – Extract insights in real-time and post-interaction, for in the moment next-best guidance or agent intervention, to organization-wide opportunities to drive business performance.

**Share insights across your organization** – Incorporate critical insights from CallMiner to the systems your teams are already using with CallMiner's open API. Share the story of customer interactions with the whole organization.

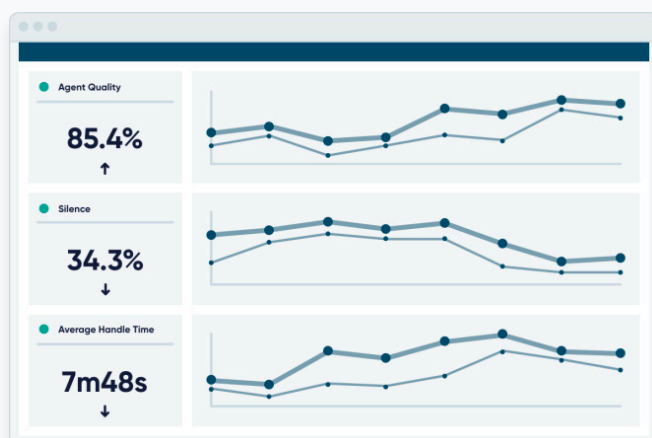
## The CallMiner Product Suite

CallMiner offers a modular cloud-based platform that makes it easy to securely discover and share insight, integrate with existing systems using standards-based APIs and drive action based on real customer interactions.

## Analyze

### Take the ambiguity out of decision-making

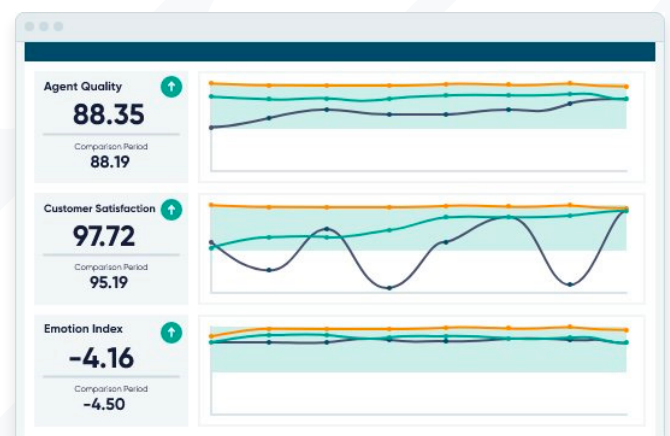
Discover what matters most with omnichannel conversation intelligence that automatically scores performance, tags transcriptions with sentiment and emotion, and delivers actionable insights that drive business growth. AI assisted topic discovery and multichannel customer journey mapping offers rich qualitative and quantitative intelligence.



## Coach

### Create cultures of improvement and persistent optimization

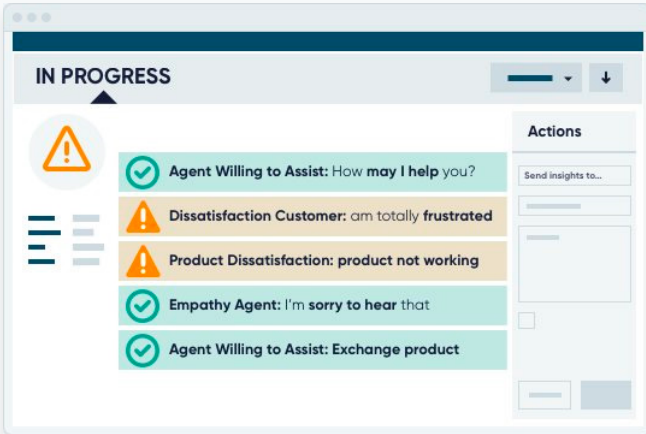
Monitor, understand, and optimize agent performance at scale. By gaining deep understanding into agent and customer interactions, supervisors can identify performance trends, target behavior for guidance or reinforcement, and create a persistent culture of improvement. Role-based dashboards with automated performance scoring make it easy for supervisors to identify coaching moments and for agents to view their performance with drill down detail. Alerts notify agents for guidance with annotated call examples.



## Alert

### Drive better outcomes while reducing risk in real-time

Gain immediate awareness of next-best actions to turn around a negative customer experience and reduce risk for fines or legal action – altering the course of customer interactions and improving outcomes in real-time. Alerts generated from securely redacted transcriptions are delivered while a call is in progress and available via REST-based API for insight and action.



## Visualize

### Connect the dots between insight and action

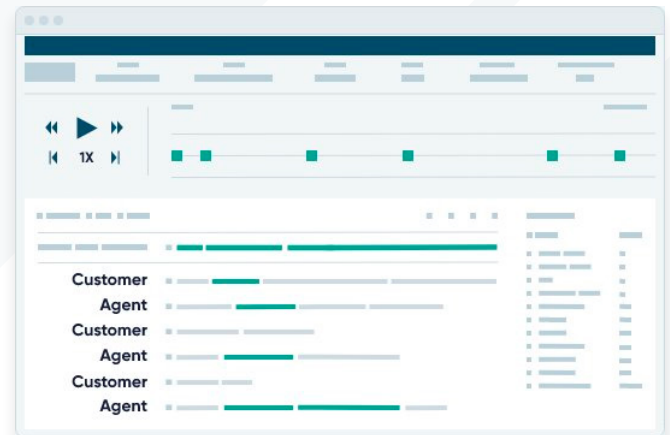
See and share the story data tells with an interactive, easy-to-use interface that makes it easier to drill down into the detail of a single agent or customer, and visually connects the dots between insight and action.



## Capture

### Securely record customer interactions with high-quality audio

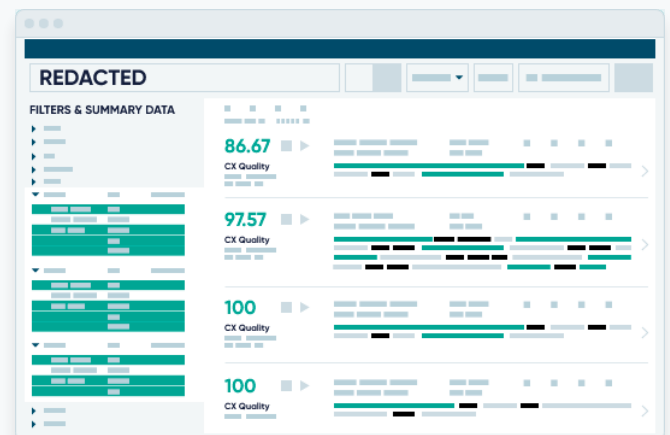
Collect high-fidelity, speaker-separated audio for the most accurate conversation analysis, with encryption to ensure the security and an always-open API to integrate easily across platforms.



## Redact

### Accurately identify and remove sensitive numeric data

Extract the value of conversation analytics without exposing private customer information, such as account, credit card, and social security numbers. Leverage machine-learning and human curated algorithms to identify and remove sensitive numerical Payment Card Industry (PCI) and Personally Identifiable Information (PII) data from call and text interaction transcripts and audio recordings in multiple languages.



## The CallMiner Difference



### Solution Content

CallMiner Solutions are pre-built analytics content that automatically mine insights of a particular business use case. Solutions help maximize your ability to gain critical business insights while minimizing the time, effort, and cost invested.



### Illuminate

Illuminate is a machine learning tool that instantly identifies words that were transcribed differently than intended, and other variations of the same expression. When coupled together, CallMiner's Solution content and Illuminate offer a powerful means of delivering conversational accuracy regardless of the transcribed words along with effortless discovery of critical insights.



### Speed to implementation

With the tools mentioned above and the Solution Setup Accelerator, analytic content can be implemented to start auto-mining and auto-scoring calls in minutes.



### Language Packs

CallMiner's platform supports extensive range of languages certified for interaction analytics with redaction. Dialog support includes English (US, UK, AU, CA, ZA), Spanish (US, MX, AR, CL, CO, GT), French (CA, EU), Portuguese (BR, EU), Catalan, Italian, German, Mandarin. Additional languages are also available.



### Pure-play conversation analytics

CallMiner delivers value to its customers through incredible insights that inform business decision making, while maintaining flexibility to integrate with the recorders, transcribers, analytics, CRM and other mission critical infrastructure to your brand or industry.



### Omnichannel

Combine text-based communication with speech interaction for expansive conversation visibility. Data in XML or CSV formats from surveys, chats, email and social media can be combined with speech interactions for omnichannel analysis. One source field is required to map customers and agent contributors where applicable.



### Support

Each CallMiner customer account is provided a Customer Success Director for design, implementation, training, and ongoing support. Each account is extensively trained to better harness the power for CallMiner.



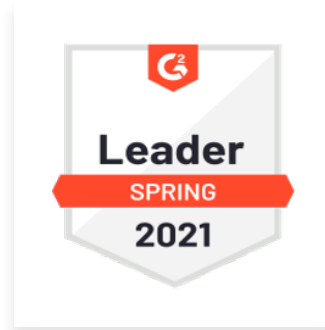
### Customer Connect & LISTEN Conference

CallMiner believes in the power of user communities. Community contributed interaction analytics knowledge, collaboration and innovation is shared with crowdsourced enthusiasm. An extensive array of user guides, application tools and helpful hints are also available through our customer portal and regular customer conferences.

## CallMiner is a Leader in Conversation Analytics



Named a Leader in The Forrester New Wave: AI-Fueled Speech Analytics Solutions, Q2 2018



Based on customer reviews, ranked as a leader in G2's Speech Analytics and Contact Center Operations Relationship Index in Spring 2021



Voted a 2020 Speech Technology People's Choice Award Winner for Speech Analytics



CallMiner's Coronavirus Customer Think Tank recognized for Most Valuable Corporate Response in the 2020 IBA Stevie Awards



Included on the KMWorld AI 50 list, recognizing organizations that are enhancing solutions with intelligence and automation

## Request a demo today

For more details about the CallMiner Platform contact your CallMiner Sales Director or [sales@callminer.com](mailto:sales@callminer.com).



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