Quickly and Easily Get the Insights You Need with AI Sentiment Analysis

FOCUS ON THE RIGHT CONVERSATIONS

The information you need to grow your business and ensure high service quality are found in customer interactions your employee handle every day. However, finding those insights is incredibly difficult with mountains of recorded conversations that supervisors simply don't have time to review. AI Sentiment Analysis powered by Elevate Ignite AI makes it easier than ever to for supervisors to do their job by using artificial intelligence (AI) to automatically highlight and notify them about important conversations.

HOW IT WORKS

1. Collect
Admins enable interaction analytics for a call queue.

2. Transcribe and Redact
AI Transcription Redaction removes sensitive information (e.g., bank information, social security numbers, etc.) if enabled.

3. Analyze
Artificial intelligence evaluates every transcription, determines whether the sentiment of the conversation was positive, negative, or neutral, and tags it.

4. Alert
Supervisors can set up automatic alerts to notify them of conversations to evaluate based on key phrases.

5. Search
Supervisors can also search and review transcripts with extensive filters including sentiment, words/phrases, users and more.

6. Improve
Take the insights you learn to improve your customer experience and grow your business!
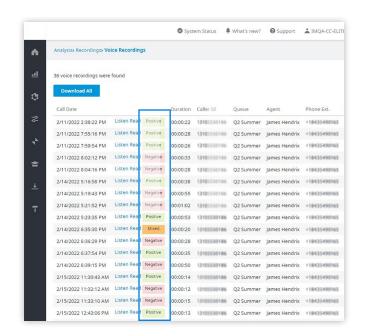
Eliminate the Guesswork for Supervisors:
Stop picking conversations at random and focus only on the ones that matter to your business using sentiment analysis and alerts for key phrases.

Get Game-Changing Insights Faster Than Ever Before:
Understand what customers are saying about their experience and how they feel about it – in their own words – and act on trends and patterns to get ahead of customer demands and expectations.

Better Customer Experience:
Leverage insights from inbound and outbound voice interactions to upskill, coach, and train frontline users to improve customer loyalty and satisfaction.

AI Sentiment Analysis makes it easier for supervisors to identify the right conversations to review by tagging interactions as positive, negative, mixed, or neutral.

BETTER INSIGHTS FOR EVERYONE IN YOUR BUSINESS

Support

- Customer support managers can be alerted to key phrases like "cancel" to see how frontline users handle the situation and can use the evaluator tool to give feedback.

- Customer support managers can quickly review negative conversations to find out what service reps can do better.

Sales

- Sales managers can receive alerts on when competitors' names are mentioned to see how sales reps address them.

- Sales managers can review calls that went positive to promote best practices, negative ones to find coaching moments, or neutral conversations to find where small tweaks should be made.

Product

- Product teams can receive alerts for "broken", "missing" to identify opportunities for improvements, new products, or features.

- Product teams can search recordings to gauge sentiment around new offerings.

ONLY USE WHAT YOU NEED

Unlike other solutions with a high price tag, AI Sentiment Analysis uses a pay-as-you go model so you only use what you need. Best of all, Elite customers get 5 hours of transcription and analysis per concurrent license already included with their plan every month!

QUESTIONS? CONTACT US TODAY!

BSB Communications   586-800-5020   BiZ_DEV@GoBSB.com
http://WWW.GoBSB.com