

Turn Customer Conversations into Actionable Information

Unlock the Voice of Your Customers with Speech Analytics

Vast amounts of business intelligence are locked away in your company's call recordings – inaccessible because of the excessive amount of effort required to access and listen to them. Enkata's Speech Analytics solution unlocks that valuable information, turning customer conversations into information you can act on to drive continuous improvement.

Companies that truly listen to their customers gain an edge on the competition. Unfortunately, that is often easier said than done. Customer surveys provide only a small sampling of customer input. Focus groups and custom research projects are costly and take too much time. But with Enkata's Speech Analytics solution, there's an affordable, flexible way to deliver the voice of your customer to your business.

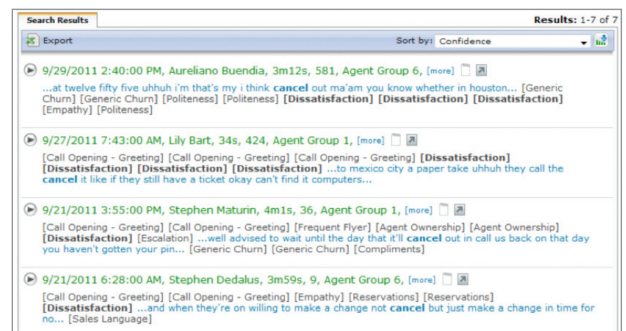
Enkata's Speech Analytics solution processes 100% of your calls, giving you a full text record of every customer conversation at the same or lower cost than competitive solutions processing a lesser percentage of calls. With full visibility into every interaction, you can turn every word of every customer conversation into actionable, in-depth intelligence to drive continuous, systematic improvement.

This detailed level of visibility lets you understand how each individual agent's performance impacts your organization's ability to achieve its goals. And it enables you to drive targeted, individualized coaching where it will have the most impact on your company's performance.

Search Quickly and Easily with a Web-like User Interface

Enkata's Speech Analytics solution searches through hundreds of

thousands of hours of conversations in just seconds so you can find the calls you are looking for faster. An intuitive user interface lets you easily change or add filtering criteria with a simple click. It even suggests search terms for you as you type, just as if you are searching the web. Since Enkata's Speech Analytics solution provides 100% transcription, you see relevant text snippets



Web-like searching is intuitive and fast. Conversation snippets show the context of a call without having to listen to it.

Enkata Speech Analytics in the Cloud is an easy, affordable way to analyze 100% of your customer interactions. The Enkata solution lets you:

- Capture every word of every customer conversation
- Enjoy simple, per hour pricing with a commitment to a service level agreement
- Ensure a quick deployment and fast results
- Eliminate costs and concerns associated with “server farms”
- Scale usage based on business need, with an easy ramp-up and expansion path
- Eliminate capital expenditures, ensuring low start-up costs
- Future-proof your speech analytics technology
- Consolidate analytics capabilities across multiple sites and recording vendors
- Optimize internal IT resource requirements

for each call. This allows you to quickly understand the context and meaning of any conversation without having to listen to the call.

Uncover Root Causes with a Single Click

Once you’ve found the “problematic” calls you’re looking for, a single click gives you access to insight into the underlying root causes of any issues. There’s no need to guess at possible causes and manually test them. Enkata’s Speech Analytics solution automatically determines common words and phrases and how they relate. And because you don’t have to pre-define what you are looking for – which limits the scope of analysis – you can get results revealing things you may not have even thought about. In other words, our solution tells you what you don’t know.

Operationalize Speech Results and Drive Continuous Improvement

Many businesses that have deployed speech analytics solutions in the past have difficulty turning analysis into operational improvements. Enkata’s Speech Analytics solution integrates proven, powerful performance management capabilities to ensure your company fully leverages analytical insights to achieve measurable results.

Our unique Next Best Action framework automatically compares agent employee performance to peers and identifies actionable next steps for coaching. Targeted coaching at the individual employee level – focused on specific issues with the highest potential to improve agent performance – turns analytic results into a source of continuous, systematic improvement.

Part of Enkata’s Full Suite of Workforce Optimization Solutions

Enkata’s Speech Analytics solution is part of our full suite of workforce optimization solutions, which encompass our unique interaction analytics platform that turns customer contact and agent performance data into actionable insight. Enkata’s full suite offers a complete set of customer experience analytics, workforce analytics, and performance management products for contact center and claims processing operations, supporting performance management, coaching, quality assurance, claims and order processing, root cause analysis, and voice-of-the-customer insights.

Learn More

Enkata takes a unique approach to speech analytics, delivering a powerful source of customer and agent performance insight. To learn more about how you can turn customer call recordings into a source of competitive differentiation, call us at 650.453.3881, or visit us online at www.enkata.com.

About Enkata

Enkata is a leader and innovator in cloud-based customer experience analytics. Our solutions give customer-centric companies visibility into the entire customer experience across each customer touch point – social, self-service, live assistance, and retail sales and service operations. Customers achieve impressive gains in customer service industry rankings while reducing the cost to service each account. Enkata’s full suite of workforce optimization solutions is a set of analytics-powered solutions that capture unstructured data from voice and desktop sources used to improve operational process and employee performance. Fortune 100 companies trust Enkata to examine millions of customer interactions each day, ensuring that each is delivering value to their customers. For more information, please visit www.enkata.com.



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