



Customer Experience & Speech Analytics



avoira



Fluent in technology

Over nearly five decades we've become fluent in a range of complementary technologies that empower our clients to enhance their communication, productivity and service delivery.

We couple our technological articulacy with an impartial, expert consultancy service, ensuring that our client needs are always at the heart of every solution we deliver.

We're unique in designing, delivering, supporting and managing highly sophisticated and effective solutions that harness our varied specialisms and cutting-edge technologies.

These include everything from two-way radio systems, through to cutting-edge unified communications platforms, tariff-free internet-enabled telephony and potent AI-powered Customer Experience (CX) software.



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Working for you. Working with you.

As well as working for, we work with our clients. We build strong, trust-driven partnerships that ensure we truly understand and can effectively satisfy your organisation's needs. Every time, on time.

It also means we're always there for you, whether providing highly responsive technical support or fully managing your services.

By building long-term relationships we deliver increasing value and returns to our clients.



Introducing Xdroid

Xdroid, is a highly sophisticated, AI powered solution that boasts omni-channel capabilities that enables you to improve your contact centre operations from anywhere.

Xdroid has many unique features, including its own Speech engine for capturing voice recordings and transcribing them into text and can also analyse all customer interactions across various channels, including phone calls, text chat, and email.

Acting as a valuable tool for all contact centre personnel, Xdroid provides a 360-degree view of all your call centre traffic and demonstrates exactly where your performance is in relation to your goals with real-time data output. This information and insight provides businesses with a comprehensive view of customer behaviour and sentiment, whilst also acting as a powerful guide for strategic decision-making.

Gaining these valuable insights lead to better business outcomes, enhanced customer service and agent wellbeing, making Speech analytics an essential component of modern contact centre operations.



“ Real-time speech analytics solutions for contact centres can greatly enhance the efficiency and effectiveness of customer service operations.

Xdroid leverage advanced technology to analyse and interpret spoken interactions between agents and customers in real-time. Providing valuable insights, monitoring key performance indicators, and helping businesses make data-driven decisions to improve customer service.



Sharron Titterington,
Head of Compliance & HR, Principal Insurance.



Real Time Speech and Interaction Analytics

What is real time Speech Analytics?

Real-time speech analytics processes and analyses spoken language during live conversations.

Xdroid uses natural language processing (NLP) to transcribe and understand what is being said and can extract valuable insights and information from spoken words.

Xdroid technology can play a significant role in supporting agent well-being and client vulnerability during customer interactions.

What are the benefits of Real time Speech Analytics?

Xdroid can analyse the transcribed text in real-time to extract insights, identify trends, and measure KPIs. This can include measuring script adherence, assessing customer sentiment, or identifying upsell opportunities. Xdroid will also identify compliance gaps, ensuring appropriate actions are taken in real-time to mitigate risks and maintain regulatory compliance.

Manage Critical Conversations

When potentially critical or sensitive topics arise during a conversation, such as a customer expressing a desire to cancel a service, the system can trigger alerts for supervisors or agents. This allows them to intervene in real time, de-escalate situations, and address issues promptly.

Identify Customer Issues

By monitoring and analysing the content of the conversation, real-time speech analytics can identify keywords, phrases, and sentiment that suggest customer dissatisfaction, complaints, or issues. For example, it can detect phrases like "I want to speak to your manager" or a frustrated tone in a customer's voice.

Improving Agent Performance

Just like with speech analytics, real-time interaction analytics can offer insights into agent performance during live interactions. Supervisors can provide guidance or assistance to agents as they communicate with customers in real time, leading to better customer service and higher agent productivity.



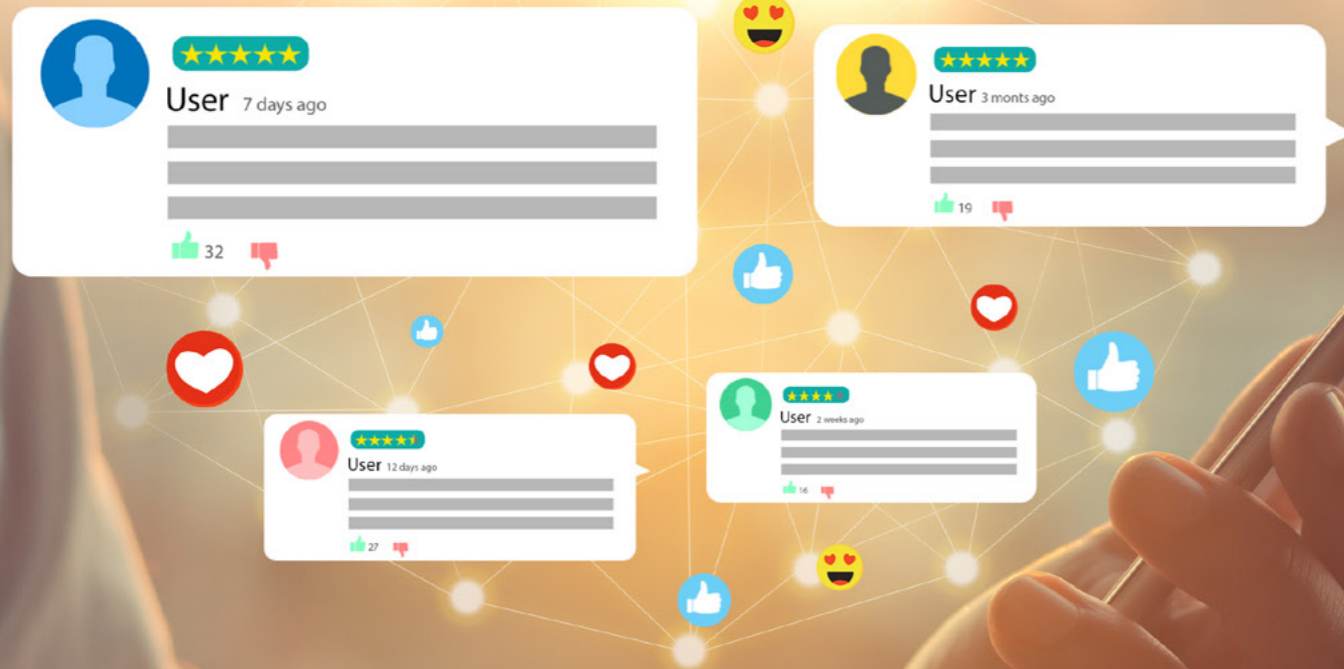
Sentiment and Emotion Analysis

Real-time sentiment and emotion analysis can help organisations gauge the emotional tone of customer conversations, enabling them to respond effectively to customer needs and concerns.

Consumer Duty

In regulated industries such as finance and healthcare, real-time analytics can monitor conversations to ensure that agents are following legal and ethical guidelines. This helps in preventing compliance violations and associated penalties.





Text Analytics

What are text analytics?

Text analytics can process and analyse text-based channels like email and chat. This is valuable for understanding customer sentiment and issues expressed in written messages in order to provide support.

What are the benefits of Xdroid's real time text analytics?

Xdroid's real-time interaction analytics extend to social media platforms, organisations can monitor mentions, comments, and messages. This allows businesses to respond to customer enquiries, address complaints, and manage their brand reputation in real time.



Live Agent Assist

What is Live Agent Assist?

Live Agent Assist leverages on-screen prompting to guide agents through interactions in real-time.

This innovative system provides prompts, suggestions, and relevant information on the agent's screen, assisting them in navigating complex scenarios, ensuring compliance, and optimising sales processes.

With enhanced interaction capabilities, Agent Assist operates as a powerful tool for elevating the efficiency and effectiveness of live agent interactions.

What are the benefits of Agent Assist?

Using Agent assist during the call reduces the chances of compliance failures and can focus on agent well-being, identifying vulnerabilities, and improving overall customer experience.

Real-time Alerts

With Xdroid you can set up alerts to notify supervisors or agents when specific conditions are met, such as non-compliance with scripts or regulations or escalated customer frustration.

Agent Wellbeing

You can prioritise agent support and well-being by monitoring calls and identifying instances where agents deal with difficult subjects or encounter abuse from callers. This proactive approach helps reduce agent attrition, improve job satisfaction, and create a healthier work environment.

Customer Vulnerabilities

With Consumer Duty regulations in the UK, it is crucial to identify and address vulnerabilities.

Increased Sales

By analysing customer interactions, sentiment, and outcomes, your business can gain insights into customer preferences, pain points, and opportunities for upselling or cross-selling. This knowledge can help optimise sales strategies, improve targeting, and increase conversion rates.

Improved NPS/CSAT Scores

Understanding the overall customer experience, sentiment, and tone during interactions allows you to identify areas for improvement. By addressing customer pain points and enhancing the quality of interactions businesses can boost customer satisfaction, leading to higher Net Promoter Scores (NPS) and Customer Satisfaction (CSAT) scores.

Identify words and key phrases

Xdroid will allow you to define a set of keywords or phrases and use them to trigger alerts or actions in real-time. For example, detecting words like "refund" or "cancel" might prompt immediate supervisor intervention.

Post Call Analytics

What are Post Call Analytics?

Post-call analytics examine the data and following an interaction between a customer and a contact centre agent. These analytics play a crucial role in evaluating the quality of customer service, identifying areas for improvement, and gaining insights into customer satisfaction and behaviours.

Why use post call analytics?

Xdroid can help maintain consistent evaluation criteria across all interactions and identify trends or patterns in agent, team, department and company performance.



What are the benefits of post call analytics?

Reason for Contact

Xdroid can analyse and categorise reasons for customer contact helping to identify common issues, concerns, or questions that customers have. This information can be used to improve self-service options, streamline processes, and target training resources to address frequently raised issues.

Vulnerabilities

Identifying vulnerabilities in real-time helps to ensure compliance with regulations, such as the Consumer Duty regulations in the UK. Monitoring calls for potential vulnerabilities ensures that any issues or risks are addressed appropriately to avoid any legal and regulatory problems.

Cost Savings

By automating Quality Assurance (QA) processes and scoring every call, businesses can save time and resources previously spent on manual monitoring. Automation helps identify areas of concern and training needs, allowing QA staff to focus on critical issues and targeted training, resulting in cost savings.

Reductions in Average Handle Time (AHT)

By analysing calls on a large scale and identifying key reasons for contact, you can streamline your processes, optimise call flows, and reduce AHT, leading to shorter call durations, improved customer experience, and increased agent productivity.

Automatic speech recognition (ASR)

Technology can convert spoken words into text. ASR is essential for supporting AHT and accurate analysis.

Improvements to First-Call Resolution (FCR) Stats

By understanding the reasons for contact and analysing call outcomes, Xdroid can identify opportunities to enhance FCR rates, reducing customer frustration, eliminating follow-up calls, ultimately improving overall customer experience and loyalty.

Diversity and inclusion

With an understanding capability of accents, Xdroid can cater to a diverse and international customer base. Xdroid can effectively handle interactions with customers from different regions and language backgrounds, providing a seamless and inclusive customer experience.

Understanding Sentiment

Can help identify customer satisfaction or dissatisfaction throughout the call in real-time.

Call Summary

By transcribing spoken words into text in real time enables organisations to create a full record of the conversation. This is a valuable time saving tool and is ideal for accurate documentation and analysis.

Auto Quality Assurance (QA)

What is Auto QA?

Auto QA is a process that automatically assesses interactions so that the delivery of the quality standards of customer service and compliance during interactions remain consistent and of the highest possible standard.

Why is Auto QA important?

By analysing interactions, identifying issues, and continuously improving customer service, contact centres can build trust with consumers and contribute to a more responsible and consumer-centric marketplace. This, in turn, leads to increased consumer satisfaction and loyalty.



What are the benefits of Auto QA?

Quality Assurance that eliminates Bias

Xdroid can automate the QA process to evaluate and score customer interactions with predefined quality standards.

Accuracy and Time Saving

Xdroid reduces the manual effort required to listen to calls, allowing QA staff to focus on the most important parts of the call, including being able to jump straight to that part of the call when reviewing.

Scoring Dashboard

Scoring every call using automated QA helps pinpoint areas where additional training is required for agents.

Listening to calls at mass scale

Helps identify common customer pain points and areas where the customer experience might be lacking. This information can drive improvements in products, services, and processes to enhance customer satisfaction.

A Spotlight on Consumer Duty

Xdroid's speech analytics empowers contact centres to fulfil their consumer duty obligations by providing ethical, compliant, and high-quality services.

Consumer duty emphasises the importance of responsible consumer behaviour and ethical decision-making. In the context of contact centres, speech analytics plays a crucial role in helping deliver the consumer duty regulations by enhancing customer service, compliance, and ethical standards.

Here's how speech analytics aids contact centres in fulfilling consumer duty:

- Quality Assurance and Monitoring;
- Compliance Monitoring
- Identifying Unethical Practices
- Customised Recommendations

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We are more compliant working from home with Xdroid, than working in the office without it” “It's like having a team leader on your shoulder, able to provide support to agents when they need it. “That includes alerting management to potential wellbeing concerns and identifying training needs that enhance service and promote learning.
”

Sharron Titterington,
Head of Compliance & HR,
Principal Insurance.

A Spotlight on Client Vulnerability

In the realm of customer service, acknowledging and addressing client vulnerability is a crucial aspect of fostering trust and delivering empathetic support. Avaira is committed to prioritizing the well-being of clients by incorporating thoughtful strategies and technologies that cater to their unique needs and vulnerabilities.

At Avaira, we recognise that each client is unique, and vulnerabilities can manifest in various forms. By placing a spotlight on client vulnerability, we aim to create a customer service environment that is not only efficient but also compassionate, ensuring that clients feel heard, respected, and supported throughout their interactions. Together, we can cultivate a culture of empathy and understanding, laying the foundation for meaningful and positive client relationships.

Benefits:

- Identifying Vulnerable Situations
- Customized Communication Protocols
- Empathy-Driven Training Programs
- Real-time Alert Systems
- Privacy and Confidentiality Assurance
- Feedback and Continuous Improvement
- Proactive Outreach Initiatives

A spotlight on Agent Well-being

At Avaira, we understand that the well-being of your agents is at the core of delivering exceptional customer service. Our integrated speech analytics solutions are designed not only to enhance operational efficiency but also to create a supportive and enriching environment for your valued customer service professionals. With this holistic approach, we aim to empower agents, improve customer interactions, and ultimately contribute to the overall success and well-being of your organisation.

By identifying stressful or challenging interactions as they happen, Xdroid has successfully helped to prevent stressful situations from escalating. Xdroid detects escalated conversations, supervisors can be alerted to intervene or provide immediate support to the agent. This proactive assistance can help to reduce stress and anxiety that agents may experience during difficult interactions.

By analysing agents' conversations in real-time, Xdroid can provide suggestions for improvement. This can be constructive feedback or training, enabling agents to enhance their skills and perform better.

When agents receive timely feedback and support, their job satisfaction tends to increase. Higher job satisfaction can lead to lower turnover rates, which is beneficial for both agents and organisations.



60% of customer service workers have experienced hostility*

*Source: Xdroid.com

Benefits:

- Empowering Agents with Insight:
- Identifying Stress Indicators
- Customized Training Programs
- Enhancing Work-Life Balance:
- Improving Customer Interactions
- Real-time Feedback
- Supporting Mental Wellness
- Continuous Improvement

Avoira, Xdroid and you

This solution is highly valuable for businesses and organisations looking to gain insights from customer interactions and improve their customer service and operational capabilities. Together, Avoira and Xdroid will work with you to ensure we align with your specific business needs and help you meet your objectives.

“Avoira have been incredibly supportive in assisting us with securing the full potential of Xdroid, a technology we see as an absolute game-changer.”

Matt Byrne, Head of Distribution, Principal Insurance.

Avoira's Professional Services

At Avoira, our goal is to bring people together through technology. We believe in creating meaningful conversations, promoting faster business growth, and instilling confidence in communication. With over 40 years of experience, we provide comprehensive and seamless telecom solutions without any technical complexities. Our solutions are customised and tailored to meet our client's unique connectivity needs.

We couple our technological articulacy with an impartial, expert consultancy service, ensuring that our client needs are always at the heart of every solution we deliver.

Avoira believe that understanding your business objectives is a critical first step when implementing Xdroid. We will ensure that Xdroid's real-time speech analytics aligns with your organisation's existing systems, unique needs, and priorities.

Our team of business analysts serve as valuable partners in the successful deployment and ongoing management of Xdroid speech analytics. Our expertise ensure technical aspects of the system are running smoothly and we will help you derive actionable insights that meet your objectives, maximise and ROI of your speech analytics investment.



Our goal is to empower you with the tools needed to not only understand your customers better but also to optimise your operations for sustained success. With Avoira and Xdroid, you can unlock the potential to transform customer interactions into valuable opportunities for growth and excellence in service delivery.

Bringing AI to life!

Avoira's dedicated team of business analysts is committed to ongoing monitoring of your speech analytics deployments. This proactive approach allows us to provide valuable insights into your business, enabling you to achieve your objectives and realise a significant return on investment. By staying vigilant and responsive, we ensure that your speech analytics solutions are optimised for efficiency and effectiveness, contributing to the overall success of your business.

Meeting your objectives

Avoira is committed to working closely with you to ensure that the deployment of Xdroid aligns seamlessly with your specific business needs. Our goal is to assist you in meeting your objectives through the effective implementation of Xdroid's innovative solutions. Together, we'll tailor the deployment to optimize performance, enhance efficiency, and drive success in line with your unique requirements.

This holistic view not only enables a better understanding of customer preferences and pain points but provides an enhanced call centre experience for all stakeholders.

Dashboard and Reporting

Avoira will create customisable dashboards that provide real-time and historical data, enabling supervisors and managers to monitor and evaluate performance. This can include key metrics like average call duration, first call resolution, and customer satisfaction scores.

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