

Awaken Conversations - Conversational Analytics

Listen to your customers like
never before



Awaken Conversations

Analyse every call, email and message to truly understand the voice of your customer and the wellbeing of your agents.

Our conversational analytics solution uses natural-language AI technology to analyse the words and sentiment of your customer conversations so you can make lasting improvements to your business interactions and processes.

How does Awaken Conversations work

Awaken Conversations combines both voice analytics and speech analytics to enable contact centres around the world to perform deep analysis of calls between their agents and customers.

Speech is translated into readable transcripts while patterns in spoken audio are also analysed to identify the emotion and intent of the conversation. Conversational Analytics helps you to understand the valuable context behind your customer call metrics, providing an easy way to reduce unnecessary calls, monitor compliance, understand agent wellbeing and manage quality assurance.

Why use Conversational Analytics?

- › Modelling agent best practice to significantly increase sales
- › Automating quality assurance
- › Managing risk, fraud and compliance
- › Identifying actionable improvements
- › Measuring customer experience (CX) and customer satisfaction
- › Understanding why customers are getting in contact and how to help them
- › Proactively managing employee wellbeing
- › Reducing sickness and improving employee retention

Key Features



Intelligent Analytics

Compliance Adherence, Sales Performance and Reason for Contact – Alerts can notify managers when triggers are hit.



Real-time Alerts

Alerts, Reporting and Dashboard – Business insights, digital improvement insights and compliance alerts.



Automatic Agent Coaching

Constant quality monitoring identifies opportunities and actions to improve sales conversions and customer satisfaction.



Insights without borders

Analyse every interaction regardless of channel with translation services in 38 languages.

Get in touch to book a demo

We know that you can never really gauge the true value of a solution without seeing it in action. So, we're ready for you to put us to the test! Our dedicated team are on-hand to guide you through a demo and offer you access to a free proof of value trial for a full month.

If you'd like to go live after the trial, our solution doesn't need any lengthy integrations and as the reporting dashboard is fully web-based, you'll be able to start implementing insights in days.

To book a demo, simply email us at hi@awaken.io

Guaranteed return on investment within 6 months.

We're so confident in our product that we offer the ultimate flexibility with monthly rolling contracts. We'll also show you a guaranteed return on your investment within 6 months.

www.awaken.io

Why Awaken?

Awaken Intelligence is a contact centre software solution company – we blend people with automation to create technology-empowered customer experiences. We are pioneers of innovative and flexible software that helps you see the complete picture for your contact centre.

Our products are flexible, easy to work with and adapt quickly as your call centre evolves and grows. The Awaken Intelligence team have over 35 years combined experience operating outsourced contact centres and providing software solutions, meaning our products are designed by contact centre people for contact centre people.

Get in touch with us

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