

OVERVIEW

Nexidia Discover & Nexidia Search



NEXIDIA ENTERPRISE SPEECH INTELLIGENCE

The Nexidia Enterprise Speech Intelligence (ESI) product suite is a powerful and scalable speech analytics solution that enables contact centers to quickly extract deep and meaningful business intelligence directly from their recorded audio assets. Nexidia uses patented phonetic technology to analyze 100% of recorded calls—unlocking the voice of the customer and translating customer-agent interactions into valuable information that can be used to improve contact center operations and business results.

NEXIDIA DISCOVER

Nexidia Discover, a product within the Nexidia Enterprise Speech Intelligence suite, automatically mines contact center call recordings and identifies the most significant issues and trends. Nexidia Discover is designed to help contact centers gain immediate visibility into the critical issues driving customer-calling behavior. Working straight “out-of-the-box,” with no advanced setup required, Nexidia Discover simplifies speech analytics for rapid implementation and immediate business results. The whole process is performed automatically, with no user input, and can be updated periodically as new phraseology comes into use.

Nexidia Discover shows at a glance which topics are currently the most significant.

By combining new techniques in language analysis with its highly scalable, accurate, and patented phonetic indexing and search process, Nexidia Discover automatically identifies potential issues or trouble spots in customer and business behavior that merit further investigation:

Relevant Topic Identification: The challenge with other automated analysis approaches is the volume of information returned. What’s needed is a way to uncover information that is relevant and meaningful, without providing thousands of results that have no merit and result in “analysis paralysis.” Nexidia Discover ensures that the data presented provides relevant business intelligence that can

be acted upon to improve results—quickly and efficiently.

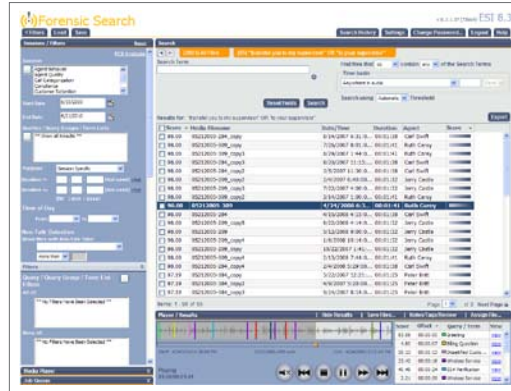
Trending Reports: The findings are “trended” so that a company can see if phrases are increasing or decreasing in frequency. This allows for the identification of the most relevant issues affecting customers.

Topic Relationship Reports: The trending reports are combined with topic relationship reports to show which topics are most closely aligned with each other. This provides a complete picture of what is taking place within the contact center. And—with Nexidia Search—the actual audio is immediately available for review.





Nexidia Discover shows trends to illustrate which phrases are increasing and decreasing in significance.



Nexidia Search enables users to review and search the entire call history for individual customers.

NEXIDIA SEARCH

Nexidia Search provides in-depth, ad-hoc search for spoken topics across any amount of recorded content. With Nexidia Search, contact center analysts, managers, and even executives are just one click away from “the voice of the customer”—with the ability to drill into and listen to the actual calls behind any result. This provides a broader understanding of call center activity.

Patented Phonetic Search: Nexidia’s patented phonetic search technology increases the speed and accuracy of searches against large collections of audio content by eliminating the need to convert speech to text. Organizations can now review and search large amounts of audio recordings in a matter of minutes, rather than months. Nexidia Search returns highly accurate results regardless of audio quality, speaker accents, dialects, slang, and non-standard

grammatical patterns. By indexing 100% of your recorded calls just once, they are always available to search.

Ad-hoc Search: Nexidia Search performs large-scale search at speeds of up to 100 million times faster than real-time. This means even the largest audio archives can be searched within just a few seconds. With an easy-to-use interface enabling quick, efficient ad-hoc search, Nexidia Search can find even the most difficult content like proper names, jargon, and specialized industry terms. And advanced queries can be created using BOOLEAN filters, meta-data and time and date parameters, to deliver the most relevant results.

FLEXIBLE, EASY DEPLOYMENT OPTIONS

Nexidia’s ability to quickly search and analyze audio without requiring complex implementations and infrastructure ensures that global organizations have the easiest, fastest path to the benefits

of speech analytics. Getting started is faster and more affordable than ever—beginning with a complimentary Proof of Concept analysis using your own call center data.

Nexidia’s low-risk 90-day QuickStart program and hosted OnDemand service provide access to the full suite of capabilities in the Nexidia Enterprise Speech Intelligence suite. Quickly gain insight into your customer’s experience without the time and expense associated with software or hardware installations.

Additionally, Nexidia’s professional services team brings rich call center and consulting experience to every engagement. With strong execution experience and unique methodologies, Nexidia’s technology and implementation experts deliver “best in class” service to match its “best in class” speech analytics solutions.

For more information, please contact us at info@nexidia.com.

Nexidia – Headquarters +1 (866) 355 1241
3565 Piedmont Road NE, Building Two, Suite 400, Atlanta, GA 30305, USA

Nexidia – UK +44 (0)20 8973 2440
Gainsborough House, 2 Sheen Road, Richmond TW9 1AE, United Kingdom