

OVERVIEW

Nexidia Enterprise Speech Intelligence Product Suite



NEXIDIA ENTERPRISE SPEECH INTELLIGENCE

The Nexidia Enterprise Speech Intelligence 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.

The products within the Nexidia Enterprise Speech Intelligence suite provide critical insight into customer sentiment and operational effectiveness throughout the processes of early discovery, in-depth analysis and ongoing performance management. The strategic direction and immediate needs of the contact center drive how speech analytics is implemented, so that the solution is a perfect fit to the specific needs of the organization.

NEXIDIA DISCOVER

Nexidia Discover automatically mines contact center audio recordings and identifies the most significant issues and trends taking place within the contact center. Nexidia Discover enables contact centers to 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. As with all Nexidia Enterprise Speech Intelligence products, analysts and managers are just one click away from “the voice of the customer.”

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.

NEXIDIA ANALYZE

Nexidia Analyze provides a robust set of reporting and analytics tools to help contact centers understand what drives



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

Nexidia Enterprise Speech Intelligence Packaged Editions

ESI DISCOVERY EDITION	ESI ANALYSIS EDITION	ESI QUALITY MANAGEMENT EDITION	ESI ENTERPRISE MANAGEMENT EDITION
Nexidia Discover	Nexidia Discover	Nexidia Discover	Nexidia Discover
Nexidia Search	Nexidia Search	Nexidia Search	Nexidia Search
	Nexidia Analyze	Nexidia Analyze	Nexidia Analyze
		Nexidia Evaluate	Nexidia Evaluate
			Nexidia Capture

caller activity. Nexidia Analyze helps identify root cause with advanced call driver, performance and first call resolution analysis and reporting.

NEXIDIA EVALUATE

Nexidia Evaluate uses the analysis and intelligence gained from speech analytics to track quality and manage performance across call center sites, teams and even individual agents. Managers create quality initiatives that tie directly to corporate strategic goals, and measure agent performance against those goals, as measured by the voice of the customer.

NEXIDIA SCAN

Nexidia Scan performs real-time capture and analysis of audio to drive information to agent desktops and improve the performance and efficiency of contact center personnel.

NEXIDIA ENTERPRISE SPEECH INTELLIGENCE PACKAGED EDITIONS

Nexidia also offers specific packaged editions, based on different business

needs and applications of speech analytics technology. Some contact centers may simply want an understanding of common themes that are occurring at any given time in their center, and the ability to search for calls relating to a specific matter, such as a product launch or promotion. Other contact centers want the benefit of deriving a more complete understanding of the situations that are driving calls into their centers, along with analysis and reporting tools that let them drill into and understand root cause, manage first call resolution, and improve performance management.

PROFESSIONAL SERVICES

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.

FLEXIBLE, EASY DEPLOYMENT OPTIONS WITH NEXIDIA

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 a contact center's own 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. Contact centers can quickly gain insight into the customer's experience without the time and expense associated with software or hardware installations.

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