**Job description**

The Analyst is responsible for the overall design of Speech Analytics and its effective implementation across clients and verticals. The individual will be responsible for designing categories, querying and extrapolating data, designing reports to help solve business problems.

**Key responsibilities include: -**

* Create Speech & Text Analytics queries, category design & reporting
* Listen to calls/ Analyze chats to identify trends / opportunities around operational efficiency, customer experience etc.
* Extract, Interpret and quantify data around agent performance, customer loyalty and business intelligence
* Design and delivery of reports and insights that analyze business functions and key operations and performance metrics

**Skills required:**

* Knowledge and Ability to use Speech & Text analytics platform to create categories and analyze data
* Call/Chat audits and analytical skills
* Proficient in Statistics and Mathematics
* Strong problem solving and analytical abilities
* Awareness of lean six sigma concepts is a plus
* Understanding of Verint or Nice quality software.

**Essential skills**

* Knowledge in QA Automation using Speech Analytics Tool
* Must have worked in an International voice process
* Excellent communication skills in English (knowing other languages is an added advantage)
* **Good experience in speech mining tools preferably in Observe AI**
* K knowledge of data visualization tools like Power BI or Tableau
* Knowledge of MS Excel and Power point