

Audio Transcripts

Transcript words are color-coded based on confidence level.

High: Greater than 90%

Medium: Between 90% and 50%

Low: Under 50%

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Duration: 96.56 s

Channels: 1

File: audio_files/interview_speech-analytics.wav

Parameters: model=phonecall

Alternative 1

(confidence: 99.15%)

[00:00:00.300] another big problem in the speech analytics space when customers first bring the software where is that they they are blown away by the fact that an engine can monitor hundreds of right everything from my new compliance issues to you know human human interaction empathy measurements to upsell aptitude to closing aptitude they're hundreds literally of k p that one can look at and the speech analytics companies have typically gone to the customer and really bang that trump look at all of these things that we're gonna help you keep an eye on the reality however is that a company even a contact center manager they can't keep track in their brain even if they have a recording in front of of that many k mmmm and frankly it's overwhelming so what successful companies do is they bite us no more than they can chu at any given time the reality is is you can only train a call center agents on a maximum of three skills at any given day right and by focusing on focusing on problem areas for a week for a month depending on how bad things are and then once you've mastered that skill to take a base one of of your performance and move on to the next worst skill right is the way that company succeed using this product