

Auralytics

Transform Your Client Calls into
Business Insight



Call Centres in a Few numbers



Worldwide presence



200,000+ employees



5% GDP



15 % Annual growth



Call Centre Issues

01

Managers Struggle to Evaluate Agents

For most call centers, agent evaluation is done in the traditional way, based on random samples, which can lead to biased assessments.

02

Agents Struggle to Find the Right Information in a Timely Manner

Agents spend a lot of time answering technical questions by searching for answers in documentation or consulting their supervisors.

03

Call Centers Struggle to Manage Customer Relationships in a Personalized way

The majority struggle to find the right answers for the churn phenomenon or to understand customer behavior in order to optimize their recommendation approach.

It is **5 to 7 times more expensive** to acquire a new customer than to retain an existing one.

Our Missions

1.

Achieve
Business
Control in Call
Center
Operations



2.

Improve
Customer
Retention by
Predicting and
Addressing
Churn



3.

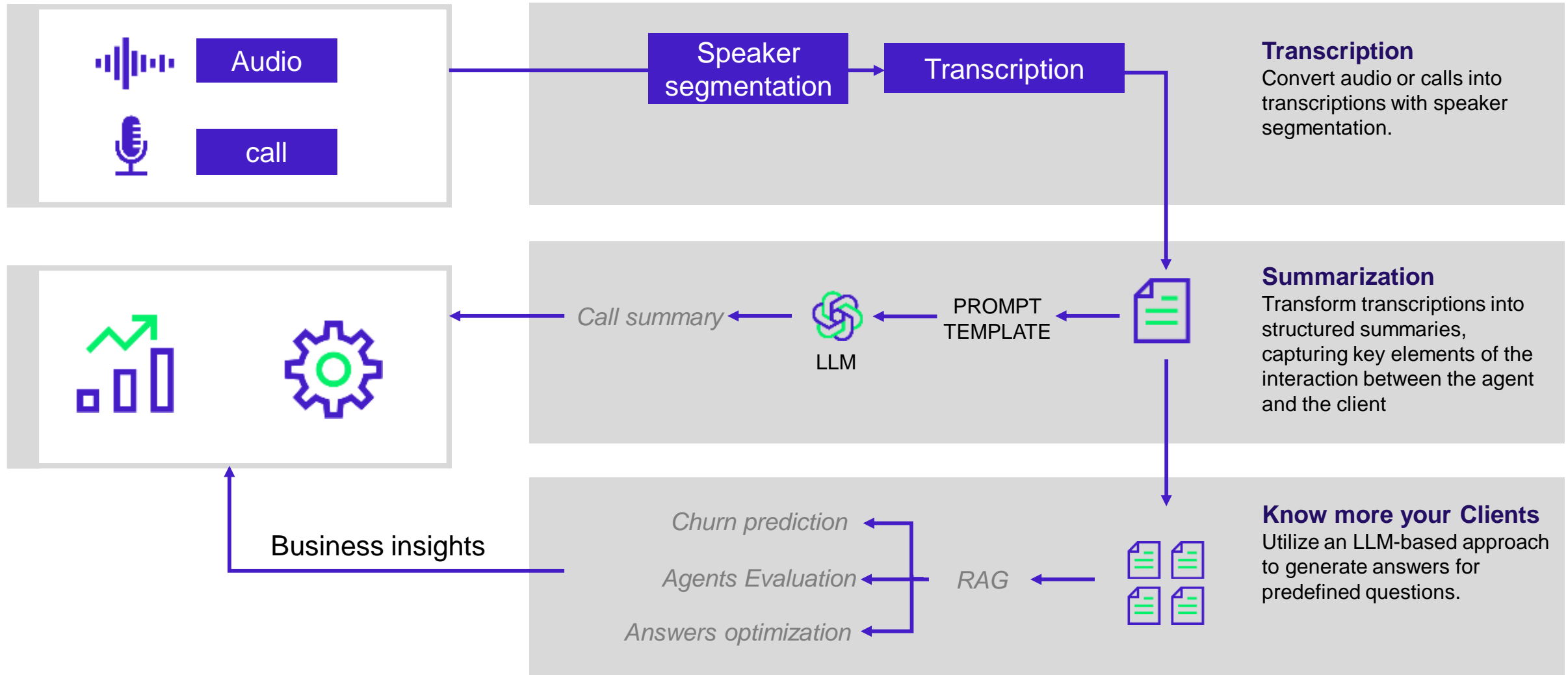
Empower
Advisors with
Real-Time
Support and
Knowledge



We are offering a speech-to-text solution that helps call center managers gain better control over operations, optimize costs, and predict potential churn.

the solution enhances efficiency by augmenting their capabilities, enabling them to handle customer interactions more effectively.

Auralytics Architecture



Call to Action

