HALO SPEECH

Halo Speech Post Call Analytics Tool Features Deck

GDPR

TÜV SÜD
ISO 9001

TÜV SÜD
ISO/IEC 27001

AICPA
SOC
aicpa.org/soc4so
SOC for Service Organizations | Service Organizations

Ubona
TECHNOLOGIES PVT. LTD.

Introducing Ubona's Offerings

HALO | **By Ubona**

Superior Customer Experience through Intelligent Communication

HALO GENIE

Multimedia Bot for complete automated communication

HALO CONNECT

Completely end-to-end managed state-of-the-art omni channel Contact Center as a Service (CCaaS)

HALO SPEECH

An advanced call data management and speech analytics solution.

Key Technologies

Visual IVR

Cloud Telephony

Speech Recognition

IP Telephony

Speech Analytics

Video Telephony

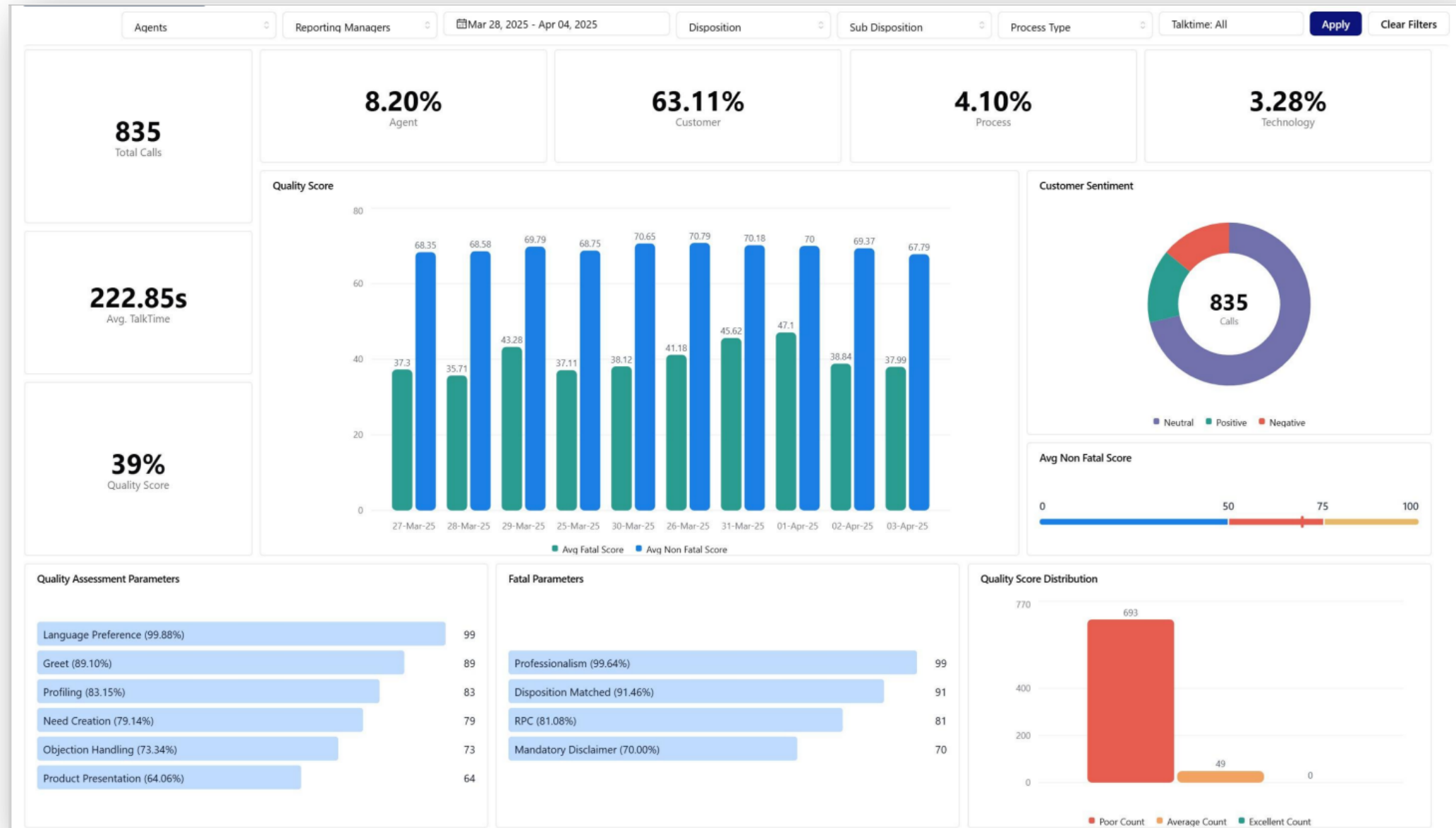**Speaker Identification**

Conversational Bot

Ubona's Speech Analytics Platform – Salient Features

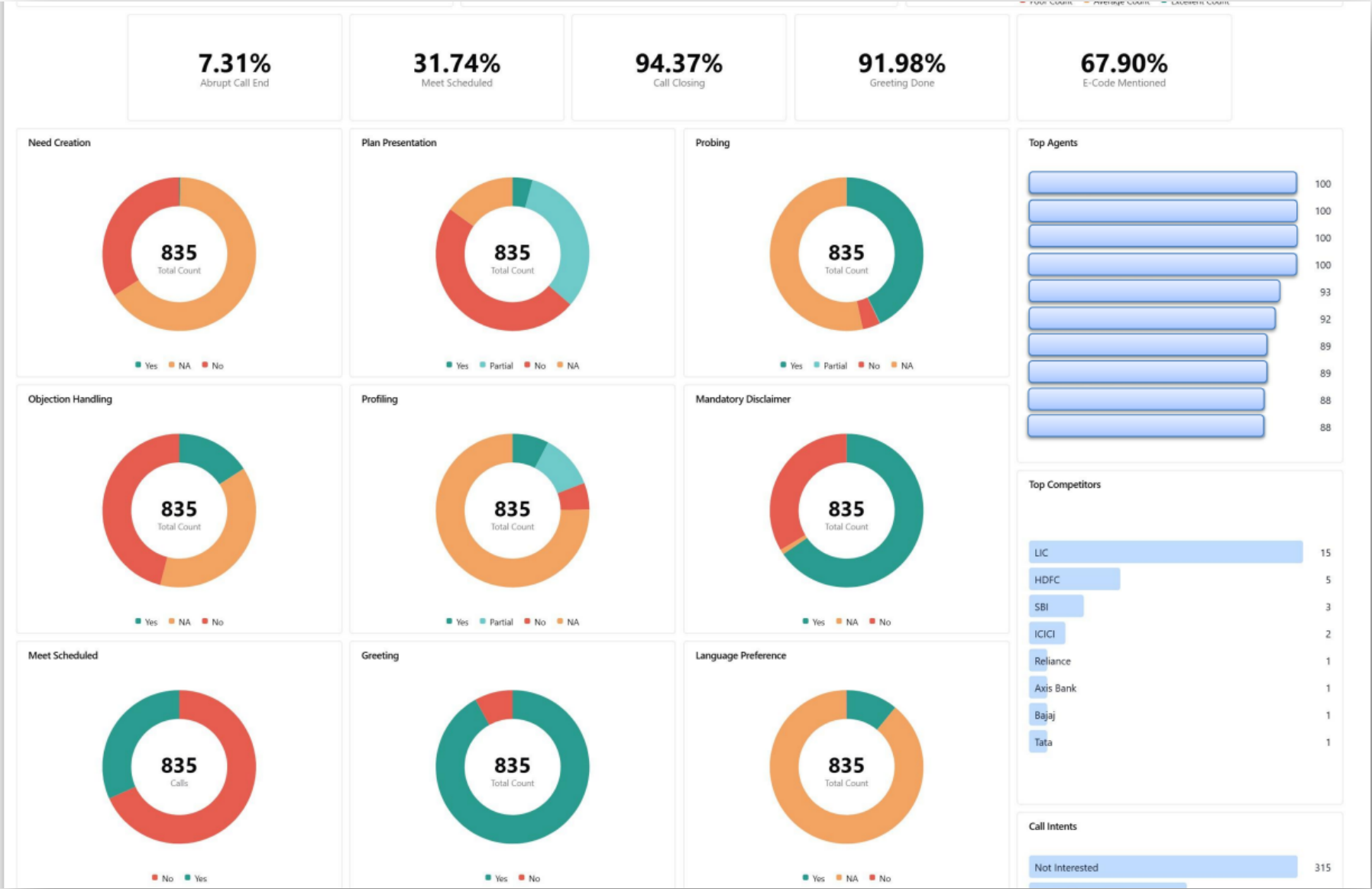- Enable automation of quality assessment in the contact center
- Analyze 100% of the customer conversations
- Support for real-time and post-call analytics
- Pay as you go commercial model in the cloud, analytics as a service
- Leverage best of breed technologies from multiple cloud providers
- Scalable & reliable infrastructure to handle millions of calls
- Rock solid security and complete data protection

Halo Speech Process Key Offerings

- **Comprehensive Output Report** : Detailed analysis of call recordings, emails, and other communications.

- **Interactive Dashboard:** Multiple widgets displaying various analysis segments and trends.

- **Time-Based Filters:** Main dashboard filters to analyze trends over different periods.

- **Drill-Down Capabilities**: Access individual call details, summaries, and automated score charts.

- **AI-Derived Insights**: Use case-specific insights generated by GEN AI.

- **Actionable Overview:** Key actionable items tailored to each process.

- **Agent Performance Overview**: Single view screen to monitor accuracy, compliance, and efficiency trends.

Halo Speech Dashboard

7.31%	31.74%	94.37%	91.98%	67.90%
Abrupt Call End	Meet Scheduled	Call Closing	Greeting Done	E-Code Mentioned

Need Creation

835
Total Count

■ Yes ■ NA ■ No

Plan Presentation

835
Total Count

■ Yes ■ Partial ■ No ■ NA

Probing

835
Total Count

■ Yes ■ Partial ■ No ■ NA

Top Agents

	100
	100
	100
	100
	93
	92
	89
	89
	88
	88

Objection Handling

835
Total Count

■ Yes ■ NA ■ No

Profiling

835
Total Count

■ Yes ■ Partial ■ No ■ NA

Mandatory Disclaimer

835
Total Count

■ Yes ■ NA ■ No

Top Competitors

LIC	15
HDFC	5
SBI	3
ICICI	2
Reliance	1
Axis Bank	1
Bajaj	1
Tata	1

Meet Scheduled

835
Calls

■ No ■ Yes

Greeting

835
Total Count

■ Yes ■ No

Language Preference

835
Total Count

■ Yes ■ NA ■ No

Call Intents

Not Interested	315

Halo Speech Overview

ACPT

ACPT

CUSTOMER — 80.21% (77)

Customer busy	35.06%
Service dissatisfaction	25.97%
Customer out-of-station	22.08%
Financial constraints	9.09%
Not Interested	3.90%

View More

AGENT — 10.42% (10)

No Proper Objection Handling	60.00%
Incorrect Product Discussed/Pitched	30.00%
Missed Product Pitching	10.00%

PROCESS — 5.21% (5)

Plan Guideline not matched	80.00%
Service dissatisfaction	20.00%

TECHNOLOGY — 4.17% (4)

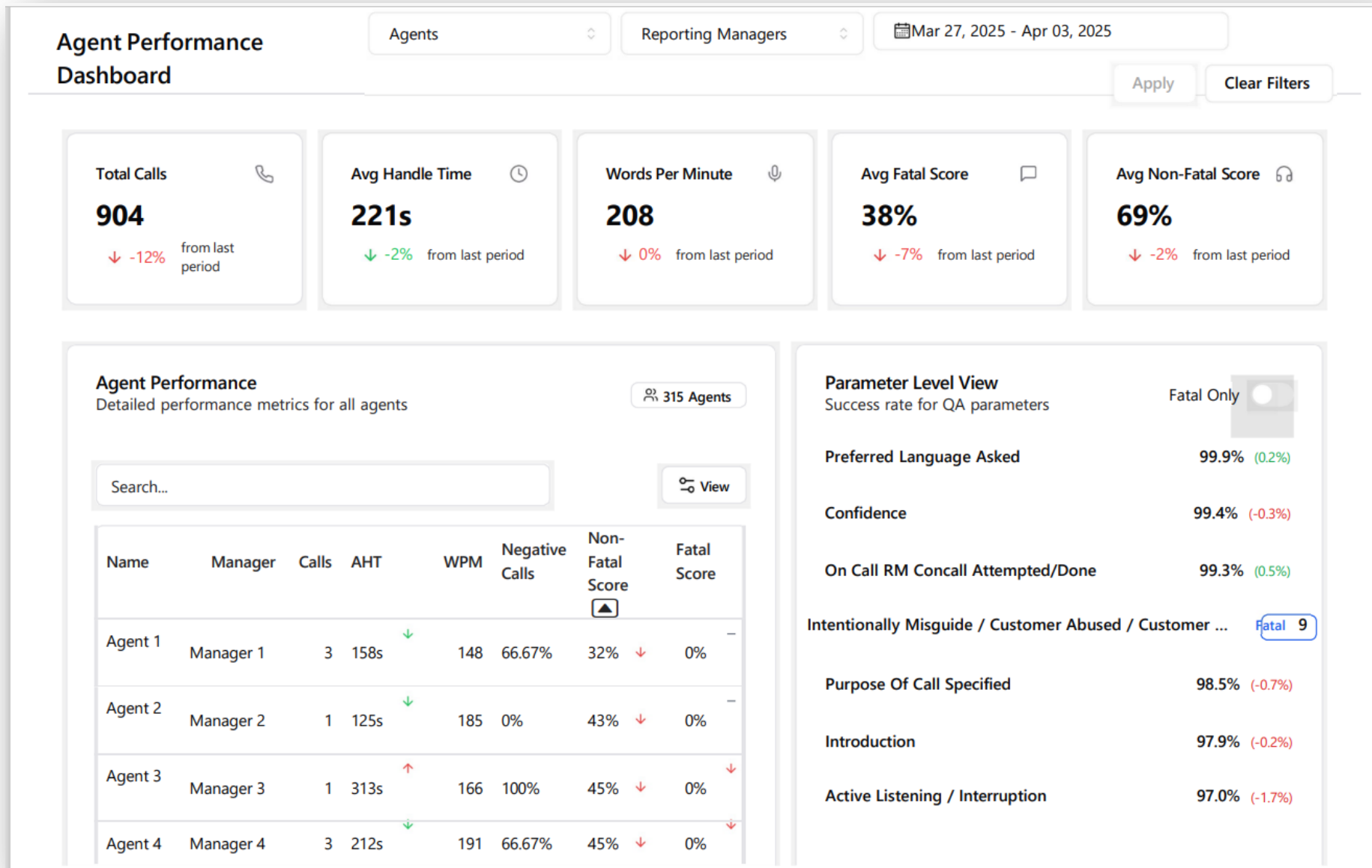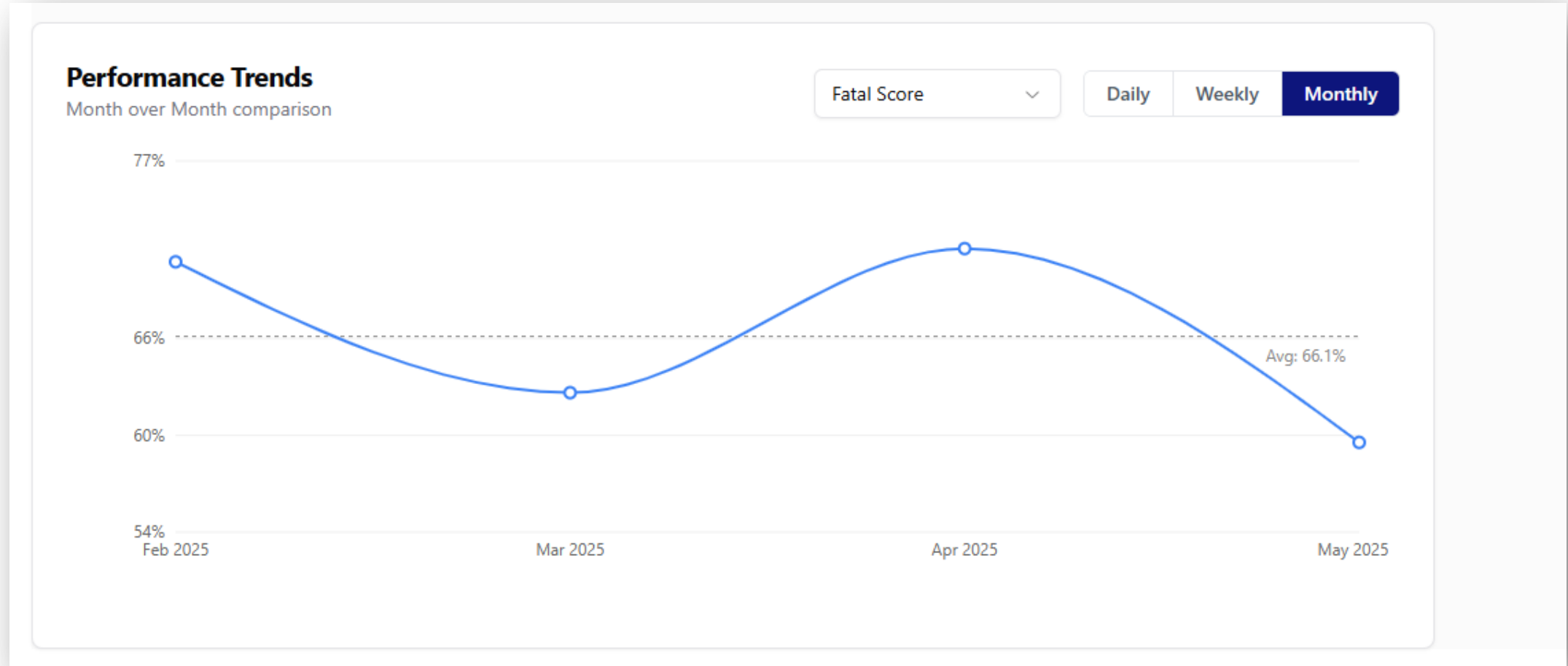|	
Customer/VRM not audible	75.00%
Disturbance on call	25.00%

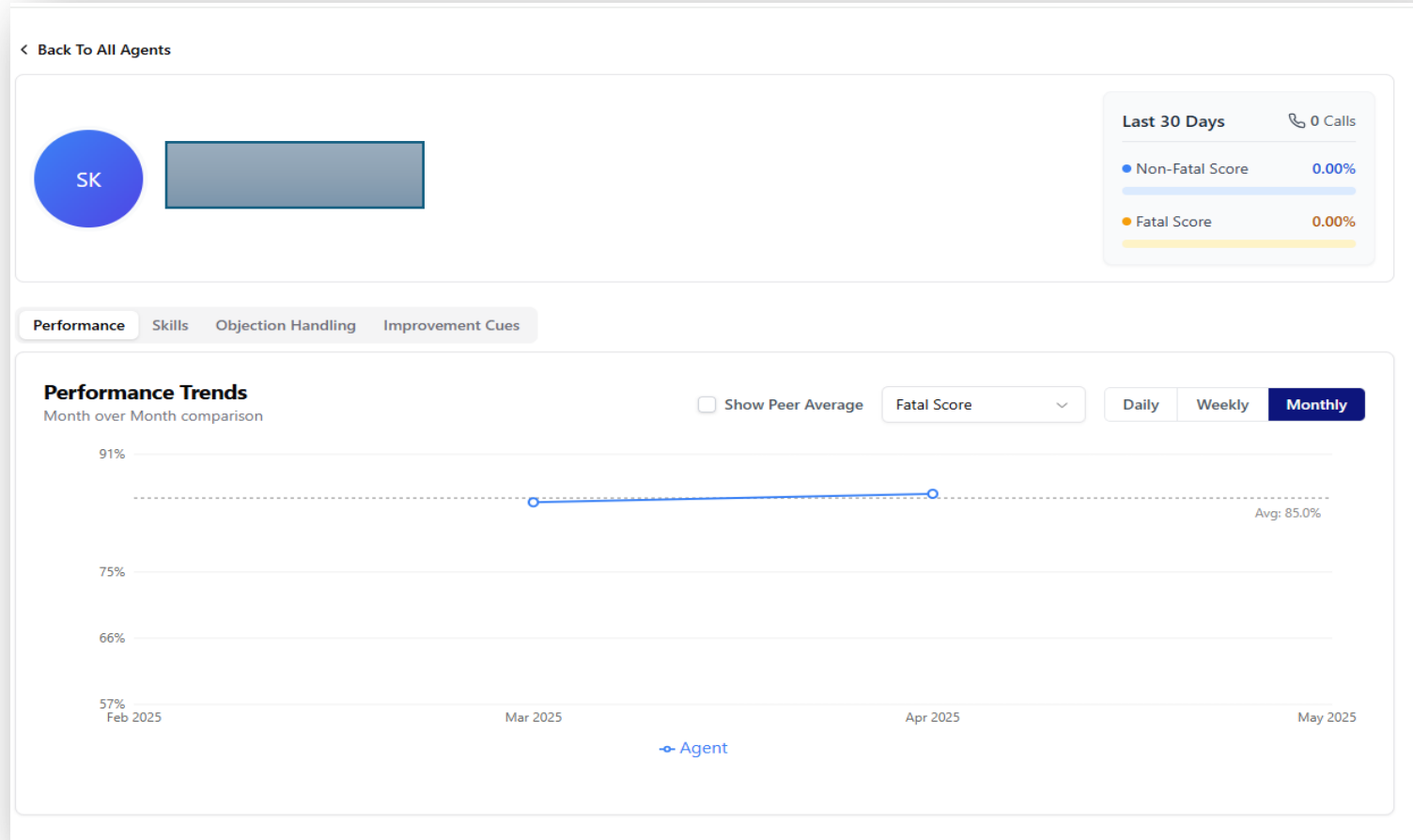# Halo Speech Agent Performance

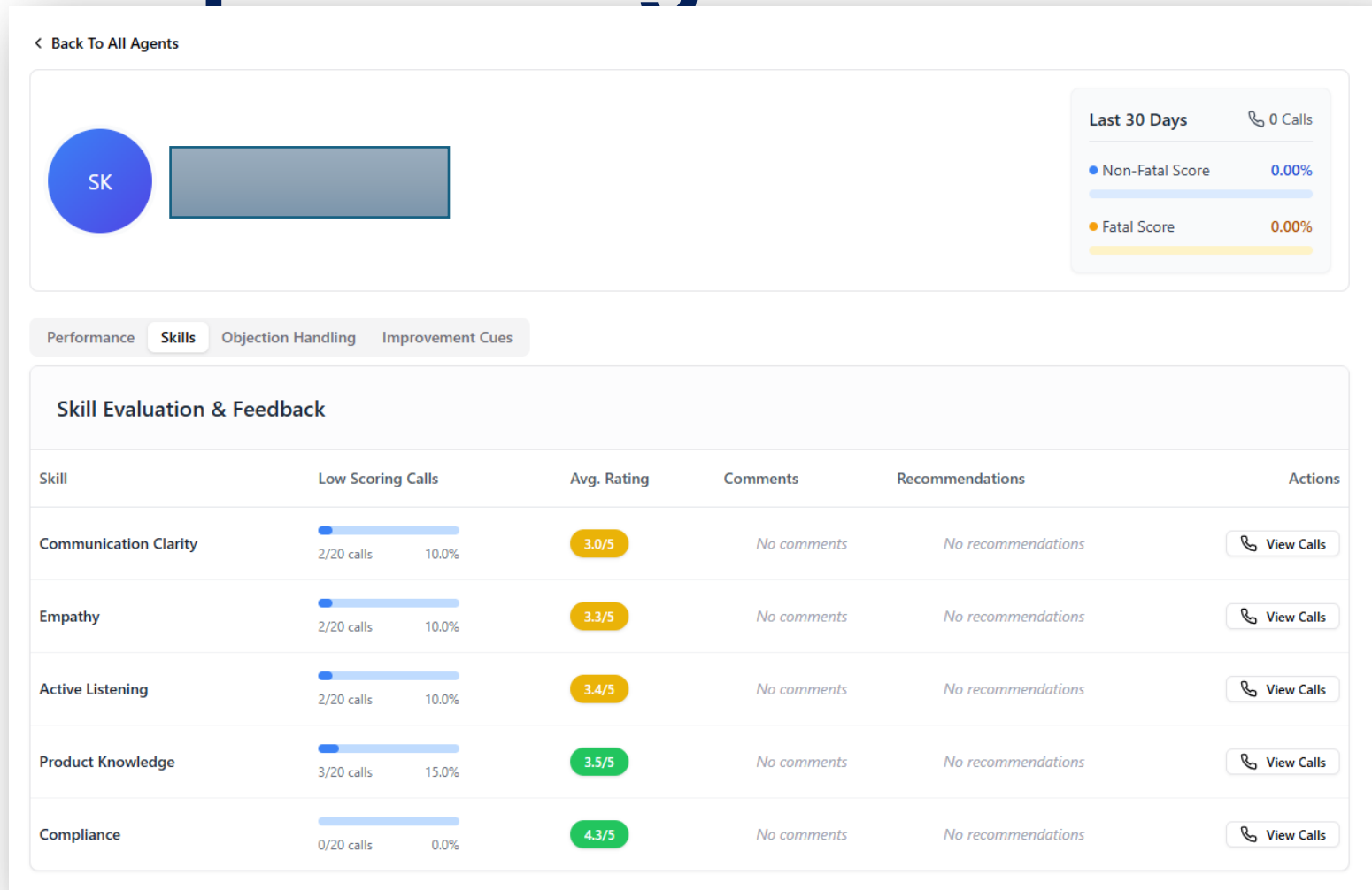# Halo Speech Agent Performance

Creating trendlines to evaluate the performance of the entire team or individual members based on various predefined business parameters

Halo Speech Agent Performance

Trendlines can be generated for each user, allowing performance comparisons with their peers.

Halo Speech Agent Performance

SK

Last 30 Days 📞 0 Calls

● Non-Fatal Score   **0.00%**

● Fatal Score   **0.00%**

Performance   **Skills**   Objection Handling   Improvement Cues

Skill Evaluation & Feedback

Skill	Low Scoring Calls	Avg. Rating	Comments	Recommendations	Actions
Communication Clarity	2/20 calls 10.0%	3.0/5	*No comments*	*No recommendations*	📞 View Calls
Empathy	2/20 calls 10.0%	3.3/5	*No comments*	*No recommendations*	📞 View Calls
Active Listening	2/20 calls 10.0%	3.4/5	*No comments*	*No recommendations*	📞 View Calls
Product Knowledge	3/20 calls 15.0%	3.5/5	*No comments*	*No recommendations*	📞 View Calls
Compliance	0/20 calls 0.0%	4.3/5	*No comments*	*No recommendations*	📞 View Calls

Based on the shared skill list, the performance of each user can be assessed by analyzing the number of calls evaluated over the month, accompanied by GenAI-generated comments and recommendations.

Halo Speech Agent Performance

Based on the rebuttals and objection-handling scenarios provided for each use case, the system can assess each user's approach and recommend the most effective way to handle situations that are not already covered.

Halo Speech Agent Performance

SK

Last 30 Days   📞 0 Calls

● Non-Fatal Score   **0.00%**

● Fatal Score   **0.00%**

Performance   Skills   Objection Handling   **Improvement Cues**

Key Areas of Improvement

Analysis of Agent compared to Top Agents, highlighting the most critical areas for improvement

✓ **Empathetic And Reassuring Tone, Especially During Objections**

● **Best Practices from Top Agents**

- The agent consistently acknowledged customer concerns, maintained a calm and understanding demeanor, and provided reassurance about policy benefits, claim processes, and service issues

- Empathy was shown by addressing financial worries, previous negative experiences, and objections, while offering clear explanations and support to help customers feel valued and understood.

● **Areas for Improvement**

- The agent consistently failed to acknowledge or empathize with customers' concerns, objections, frustrations, confusion, or technical difficulties

- The agent's tone was frequently transactional, neutral, or mechanical, lacking warmth, empathy, and reassurance, especially when customers expressed dissatisfaction, reluctance, or hesitation

- This resulted in missed opportunities to build rapport, ease customer discomfort, and address emotional needs during objections or challenging moments.

● **Recommendations**

- Actively listen and acknowledge customer concerns or emotions by using empathetic statements (e.g., "I understand this is frustrating for you," or "I can see why this might be confusing")

- Use a warm, reassuring tone, especially when customers express objections or difficulties

- Validate their feelings, offer supportive language, and provide clear, comforting guidance to address their concerns

- Regularly check for understanding and offer encouragement to build trust and rapport throughout the conversation.

Using the list of 'Top Performers' as a benchmark, the system can identify best practices and evaluate current users to provide personalized areas of improvement and tailored recommendations

Thank You!

Let's stay connected!

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