U-Analyze - Frequently Asked Questions

General U-Analyze Questions

1. What is U-Analyze?

a. U-Analyze is our analytics solution. U-Analyze provides the full picture of customer interactions and the knowledge to make informed decisions. Powered by AI, U-Analyze mines 100% of phone, email and text customer interactions for patterns, keywords, topics, sentiment and potential issues to help reduce customer churn, increase ROI, deliver smarter quality management and improve agent compliance.[JR1][E(2]

2. What benefits [E(3][KW4]does U-Analyze offer?

a. U-Analyze helps customers:

b. Streamline agent coaching

c. Gain insight into business performance

d. Capture all voice of the customer data in one place[E(5]

e. Build a responsive CX feedback loop

f. Improve CX through data-driven decisions [JR6][E(7]

3. What are some features of U-Analyze? [E(8]

a. Must Haves – Required features for any AI platform [E(9][KW10][E(11][KW12]

b. Automated quality management, custom dashboards

c. Favorite Features: What our customers rave about[E(13][KW14]

d. Smart search and word clouds, automatic language detection, key moments identification

e. Special Sauce:[E(15] What makes U-Analyze unique

f. Sentiment analysis, robust and customizable business rules

g. Workflow: How we work in the contact center ecosystem[JR16][E(17]

h. API integration with external systems like CRM, ERP, Data Warehouse

4. What outcomes does U-Analyze provide?

a. 100% of conversations captured

b. 50% less time spent analyzing calls

c. 60% fewer compliance issues

d. 62% reduction in fraud sales practice

e. 66% reduction in agent rudeness

f. 20% decrease in call handling time[JR18][E(19]

5. What are the U-Analyze statistical outcomes based on?

a. Outcomes are based on real customer results.

6. What business problems does U-Analyze solve?

a. U-Analyze helps customers reduce churn, improve regulatory compliance, improve agent performance, and optimize the ROI of their contact center.

7. Who are some current customers of U-Analyze?

a. Our six full-scale customers are:

b. Concentrix (JAPAC)

c. Tech Mahindra (JAPAC)

d. FE CREDIT (JAPAC)

e. HPOne (NA)

f. Caesar (NA)

g. NTT Data (NA)

8. How does U-Analyze support quality management?

a. U-Analyze captures intelligence across every customer interaction and automates quality management insights so business leaders save time and improve QA efficiency. With U-Analyze they can:

b. Check agent compliance to scripts and regulatory requirements

c. Measure agent effectiveness and customer experience

d. Review agent scores and proactively identify coaching opportunities

9. What makes U-Analyze different from the competition?

a. The primary differentiator for U-Analyze is providing holistic analysis of self-service, agent guided, and agent verified conversations to fully capture the voice of the customer in one place.

10. How does U-Analyze support conversations?

a. U-Analyze leverages industry leading AI to tag and categorize conversations according to customizable business outcomes and rules. For each conversation and across all conversations, U-Analyze customers can:

b. Understand repeat caller interactions and trending topics

c. Identify customer sentiment and negative experiences

d. Assess agent empathy, politeness, effectiveness, and policy adherence

e. Evaluate call etiquette such as excessive silence, talk-over, and hold times

f. Create custom dashboards to best analyze structured and unstructured data

11. What component of U-Analyze is offered through in Bolt?

a. U-Analyze Bolt[E(20][KW21] includes agent performance coaching.

12. What component of U-Analyze is offered through in Max?

a. U-Analyze Max includes agent performance coaching, conversational business intelligence, and customized dashboards.

13. What are some highlights of Performance Analytics?

a. With U-Analyze's Performance Analytics, customers can:

b. Discover trending topics using Smart Search

c. Jump to a Hot Point to listen to the most relevant part of a call

d. Identify and understand reasons for churn, high call volume, low CSAT and other key business drivers

e. Create advanced custom dashboards based on business drivers

14. What are some highlights of Quality Management Analytics?

a. U-Analyze's Quality Management Analytics can be bucketed into three value categories:

b. Insights - Interactive dashboard for a holistic view of agent performance

c. Efficiency - Smarter and directed sampling of calls for auditing

d. Coaching - Automated feedback logging and tracking system between QAs and Agents

15. What languages are supported?

a. North America packages -- U.S. English, Canadian English

b. JAPAC packages -- U.S. English, Australian English, Indian English, Filipino English

16. What is included in the data analysis? [E(22][KW23]

a. U-Analyze uses our proprietary AI to provide customers with insightful analyses of data from contact center interactions. Customers can access self-service dashboards, systems reports, drill-down analysis, and keyword analysis[E(24][KW25].

17. What are some traditional roles/users of U-Analyze?

a. Buyers: IT Leader, Business Leader, Contact Center Leader, CX Leader

b. Influencers: Program Manager, Product Leader

c. Users: Quality Manager, Quality Analyst, Supervisors, Business Analyst[E(26][KW27]

18. How does U-Analyze fit in with the other Uniphore solutions?

a. U-Analyze captures data from U-Self Serve, U-Assist and competitive agent guidance and conversational intelligence solutions to automate insights on agent and CX department performance.

19. Is there a demo of U-Analyze?

a. For a demo of U-Analyze, please contact sales@uniphore.com or complete this Request Demo form.

20. What are product integrations for U-Analyze?

a. U-Analyze can be integrated into contact center systems in one of three ways: 1) certified direct integration, 2) API integration, or 3) custom integration[E(28][KW29].

21. Are there case studies available?

a. Yes, you can check out our case studies at https://www.uniphore.com/case-studies/

22. Do we have any standards / benchmark for acceptable rate of speech?

a. We do not have any benchmarks for acceptable rate of speech. The rate of speech can vary by business as well as by language and by geography.x