

# CallMiner Eureka

CUSTOMER ENGAGEMENT OPTIMIZATION



SMARTER  
AGENTS



FASTER  
RESOLUTION



HAPPIER  
CUSTOMERS

**RANKED #1**  
in  
*Customer Satisfaction*  
among  
**SPEECH ANALYTICS  
VENDORS**

*Independent Analysts Surveys*



## Tech Showcase

Improving Call Center Efficiency  
with CallMiner Eureka



Brian LaRoche  
Marketing Director

CallMiner  
**Eureka**



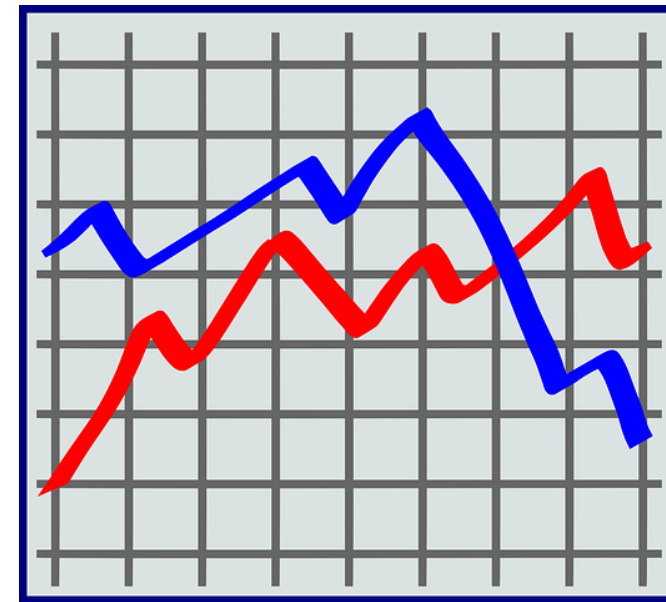
Toby Paul  
Product Marketing Manager

CallMiner  
**Eureka**

# The Importance of Operational Efficiency

The “Holy Grail” for Contact Centers outside of its the Functional Objectives is Operational Efficiency:

- Reduced **operating cost**
- Optimize **agent/call ratio**
- Better **first call resolution** rates
- Right channel **efficiency**
- Improved **customer experience**
- Boost desired **outcome production**



Cost ■ Efficiency ■

# The Impacts of Poor Efficiency

- ❑ Increased AHT, reduced service levels
- ❑ Reduced resolution rates and time
- ❑ Negative customer experience / NPS
- ❑ Risk of fines, litigation
- ❑ Reduced revenue collection
- ❑ Elongated time to discover / act

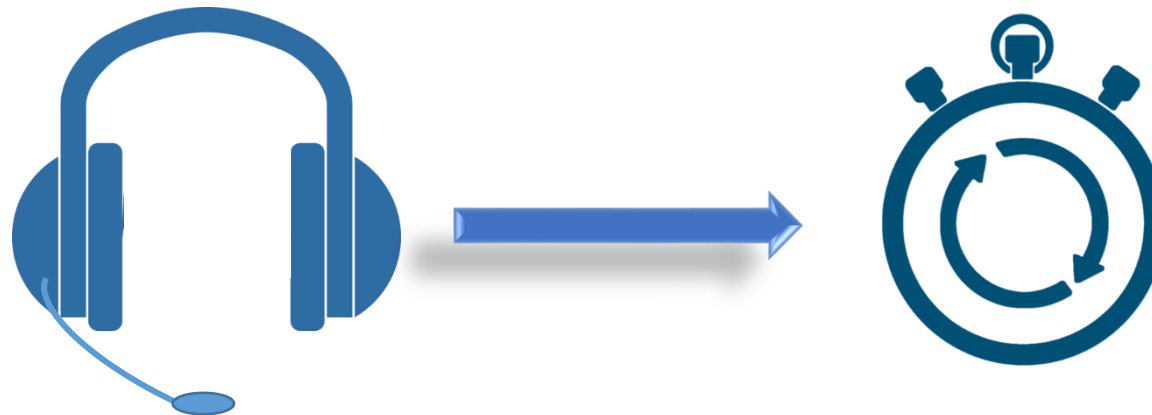


...all of which result in a **less efficient** contact center and a **substandard** customer experience!

# Excessive Silence is Commonplace...

and one of the leading causes of longer AHT

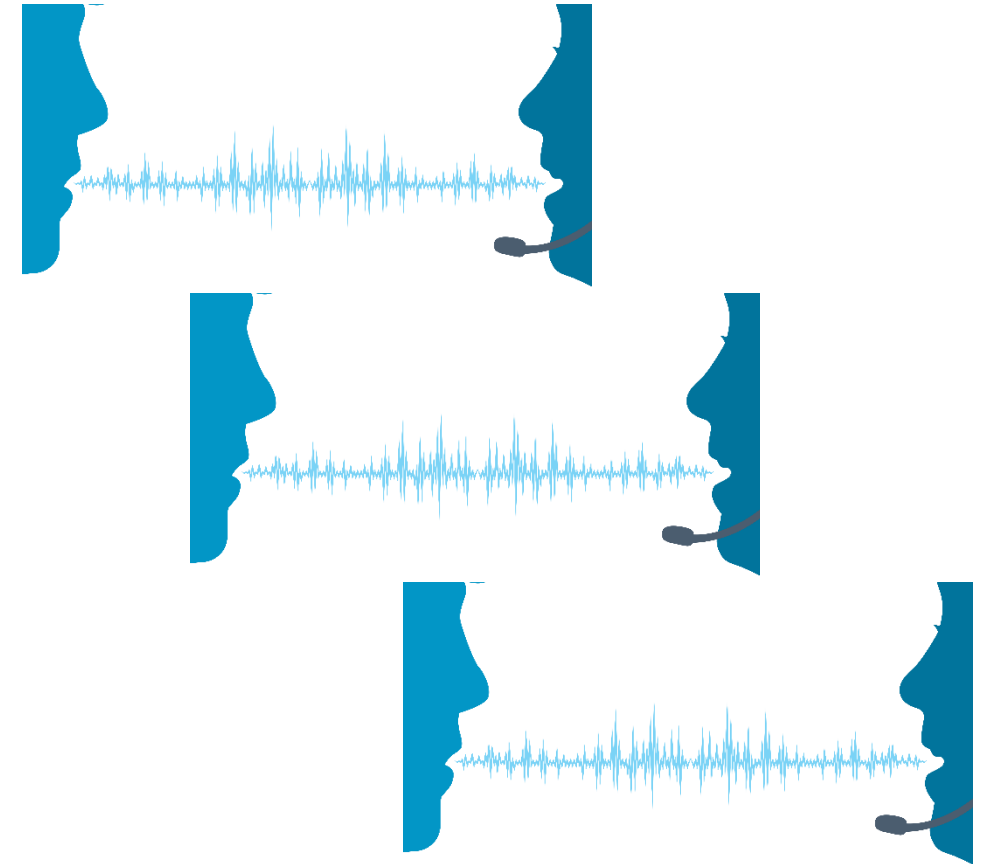
It is not uncommon that typical phone interactions average as much as 35% or more of collective silence on customer calls in the contact center.



# ...And Can Lead to More Repeat Calls

## – Some Reasons for Customer Frustration/Hang-ups

- Long calls
- Extended blocks of silence on calls
- Customers having to repeat same information multiple times
- In-efficient call processing/IVR Routing



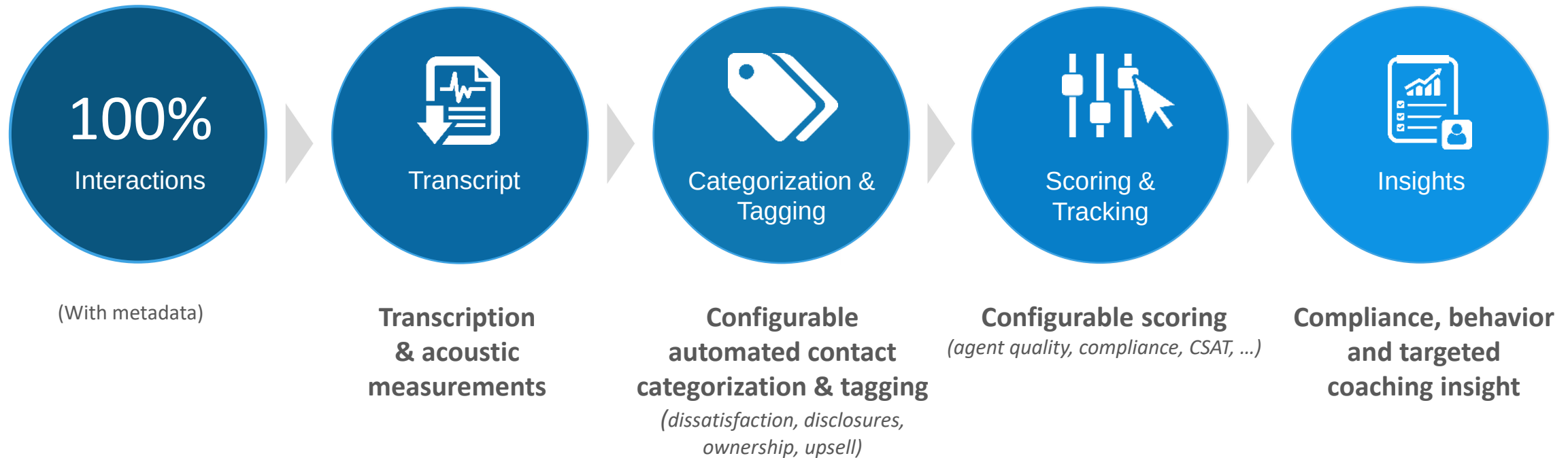


## What if you could... (automatically)

- ☐ Detect calls with **high silence**
- ☐ **Categorize issues** leading to high silence
- ☐ Pinpoint **repeat call drivers**
- ☐ Determine **ideal Average Handle Times**
- ☐ **Identify** alternate channel self service options
- ☐ Pinpoint agent behaviors that lead to **ideal outcomes**

...for all calls?

# How It Works



# Improving Operational Efficiency with CallMiner Eureka



Score agents on 100% of contacts



Discover customer issue drivers



Uncover categories preceding silence



Compare agent and team performance



Automate reporting to vested stakeholders



Track results of tactical or training adjustments



Performance feedback loop to agents



Root cause analysis



Automated agent monitoring



Tracking and reporting

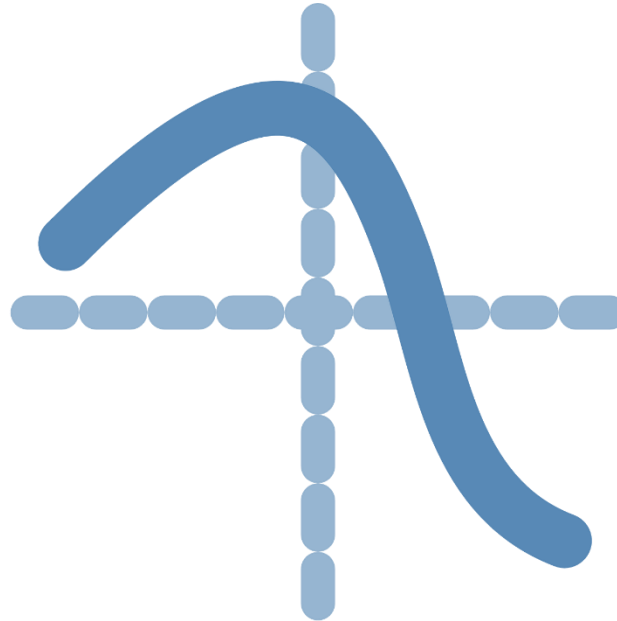
# How CallMiner Eureka Helps

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- ❑ Automated and score 100% of all interactions
- ❑ Comprehensive root cause analysis
- ❑ Rapidly identify behavioral or systematic caused silence drivers
- ❑ Performance tracking and trending
- ❑ Agent self-monitoring



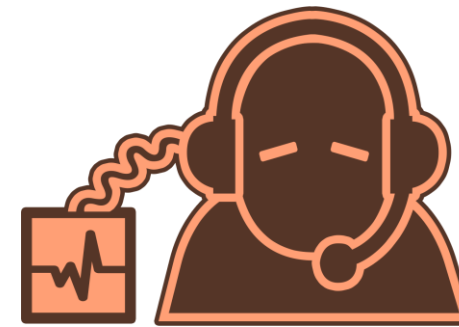
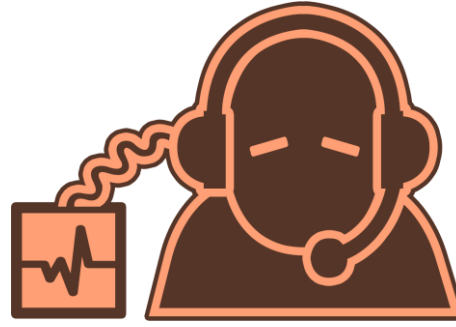
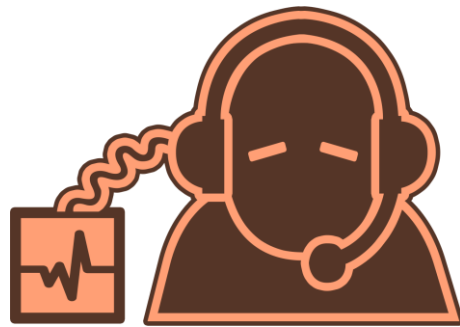
# Eliminate Extra Silence



## UP TO 30% LESS!

*Source: Automated Quality Monitoring In The Call Center With ASR And Maximum Entropy, IBM Watson Research Center*

# Improve First Call Resolution Rates



WITHOUT CALLMINER EUREKA



WITH CALLMINER EUREKA

**3X FEWER  
REPEAT  
CALLS!**

# Proven Industry Results



Lower average  
handle time

**82s** ↓

REDUCED AVERAGE  
CALL TIME

**53** ↓

AGENT FTE HOURS  
PER DAY



Improved first call  
resolution rates

**2.8%** ↑

INCREASE IN FCR

**55%** ↑

INCREASE IN SALES  
GOAL ATTAINMENTS

**7%** ↑

IMPROVED FCR



Better CSAT,  
retention & upsell

**26%** ↑

IMPROVEMENT IN  
CUSTOMER SATISFACTION

**20%** ↑

INCREASE IN UPSELLS

**2%** ↑

INCREASE IN ANNUAL  
INCREMENTAL REVENUE



<https://callminer.com/#see-a-demo>

## See A Demo

Select among four different options to learn about CallMiner Eureka each reaching different levels of depth into its features and functionality.



See how Eureka works now

**Video Demo**



Register for a group session

Webinar Demo



Sign up for an in-depth 1-on-1

Personalized Demo



Contact us for the full experience

**TEST DRIVE**

*Our On-line ROI Calculator, ROI Whitepaper, ROI Input Checklist and Aberdeen Report on “How to Fund Speech Analytics” available on CallMiner’s website at the links below.*



<https://callminer.com/speech-analytics-roi-calculator-inquiry/>

<http://callminer.com/learning-center/new-whitepapers/>

<http://callminer.com>