PLACING INTERACTION ANALYTICS AT THE HEART OF CX IMPROVEMENT

Interaction analytics enables organisations to surface actionable insights across 100% of their recorded interactions, to identify and quantify issues to improve advisor and customer experience.

Surface actionable insights regarding customer and advisor challenges

Analyse speech, sentiment and performance to validate hypotheses

Use data to drive strategies that deliver results

8 week Proof of Value (POV) analytics programme

WHY WE RECOMMEND INTERACTION ANALYTICS

Sabio's Interaction Analytics help you to better understand the conversations between your customers and your colleagues. Armed with the big picture knowledge of those conversations we can uncover the customer sentiment, pain points and training needs. Adherence to your compliance requirements and any reputational risks are also surfaced in those interactions.

> " Leveraging call analytics tools, from speech analytics systems to sentiment analysis tools, can reduce average handling time by around 40%. Analytics solutions can also improve self-service containment rates by up to 20%
>
> Source: McKinsey & Company

- **Eliminate key causes of customer dissatisfaction**
- **Identify root causes for low FCR**
- **Reduce time and cost to serve**
- **Uncover employee challenges and how to support teams**

LEVERAGE YOUR VOICE DATA

Transform voice data into actionable information through interaction analytics. Analyse patterns in conversations, uncover trends and insights, streamline workflows and identify new business opportunities.

Data contained within voice recordings offers a goldmine of untapped potential for organisations. By leveraging advanced technologies like speech analytics, semantic intelligence, and machine learning, organisations can transform raw voice data into actionable insights.

Don't let this valuable resource go to waste – it's your data, use it.

VODAFONE CASE STUDY:

One of Vodafone's main objectives was to explore what customers think about the company, what their needs are and what is most important to them.

> There is no better way to find out than by listening to the customer. Only by listening to them and obtaining first-hand information can we know what they expect of us, what works and what we need to improve. We can then take major business decisions and implement actions with the aim of improving user satisfaction.
>
> Juan Manuel Montero, Vodafone's Head of Micro-enterprise Client Operations

> I would recommend Sabio to any company from any sector with a Contact Centre, looking to understand what customers are requesting, how to assist them, what their needs are or how to anticipate these needs.
>
> Marcos Rodríguez,
> Vodafone's Head of Growth Platforms

SUPERIOR CX IS ONE OF VODAFONE'S MAIN PRIORITIES

Download case study

NPS 27%
NET PROMOTER SCORE

Takes into account customer loyalty based on recommendations

FCR 5%
FIRST CALL RESOLUTION

The percentage of calls resolved during the first interaction improved by 5%

FOC -36%
FREQUENCY OF CONTACT

The number of calls made by customers fell by 36%

SABIO ANALYTICS PROOF OF VALUE (POV)

WEEK 1
Kick off and collection of recorded audio.

WEEK 2 - 7
Data ingestion, transcription and analysis of recordings underway.

WEEK 8
Playback session outlining the findings and recommended actions. Discussions around next steps.

REPORT

A full Speech Analytics deployment can be a sizeable investment, Sabio's Analytics POV is an impactful way of experiencing the type of actionable insights available to an organisation.

Sabio's POV is low-cost, high-value and requires minimal effort from you. A cost-effective "try before you buy" option which offers great insights and significant ROI.

SABIO