Genesys PureConnect Interaction Analyzer
Real-time speech analytics improve the customer experience

**Benefits**

**Reduce contact center operating costs by:**
- Reducing deployment complexity and architecture cost significantly because there is no additional software or hardware to install
- Creating and modifying key words, phrases and categories without engaging professional services
- Reducing contact volume by identifying types of contacts that could be handled using self-service methods

**Improve contact center revenue generation by:**
- Storing results with recordings, so businesses can identify the critical agent skills within interactions that lead to successful sales or collections
- Precisely targeting training and coaching to focus on those key skills
- Continuously monitoring all conversations to ensure the use of key skills and ongoing improvements

**Improve the customer experience:**
- Take action while calls are in progress to improve customer satisfaction and avoid undesirable outcomes
- Increase agent skills to more effectively understand and address customer needs and issues

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**Take action in real-time**

Unlike traditional speech analytics solutions that mine recorded call audio, Genesys® PureConnect™ Interaction Analyzer listens for, detects and alerts on spoken words and phrases in real-time. This allows you to take action while calls are in process, not hours or days after they have ended.

Results are stored with recordings to provide value beyond the real-time interaction. You can quickly find interactions based on what was said by the agent or the customer to improve quality assurance, ensure regulatory compliance and identify broken processes that result in customer frustration.

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**Unlock insights hidden within your customer interactions**

Interaction Analyzer makes it easy to deploy a world-class, real-time speech analytics solution. As part of the PureConnect all-in-one platform, Interaction Analyzer gives you detailed insight about how agents interact with customers. Use this information to enhance agent performance, improve service delivery and provide a better customer experience.

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**Deliver value across the business**

Interaction Analyzer benefits the contact center and the entire organization. Supervisors are alerted to issues as they happen, on a live call, allowing them to intervene when necessary and prevent escalations or undesirable outcomes. Quality Managers can easily find calls where service problems occurred, agents failed to follow defined procedures or customer retention was an issue. Management can quickly identify and take action on service trends, improvement opportunities or potential threats.

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**Get the the most out of workforce engagement management**

Interaction Analyzer is one of multiple PureConnect workforce engagement management applications that improve performance to achieve operational goals. PureConnect workforce engagement management provides feature-rich functionality for multichannel interaction recording, quality management and workforce management, as well as strategic planning, customer feedback and real-time speech analytics.
ABOUT GENESYS

Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 11,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

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