Speech & Text Analysis

Formant Information Technologies

Evaluate Your Calls Completely With 100% Analysis

Only a small percentage of recorded calls can be analyzed using manual methods. Speech and Text Analysis, which automates the analysis process, analyzes all conversations recorded between the customer and the customer representative by converting them into text. Speech and Text Analysis, as well as monotony and irritability rates in voice tone; It also gives information about cutting rates and quiet periods. These criteria contribute to improving your service quality and customer satisfaction by pointing out the areas you need to improve. The software also provides important data to your marketing and communications teams by revealing insights into brand perception.

Discover the Real Needs of Your Customers

The way to increase customer satisfaction by providing effective customer services is to understand customer expectations and changing trends correctly. Call center calls contain many insights about customers. Speech and Text Analysis reveals these insights, which are almost impossible to reach with manual methods, with data mining methods. Speech and Text Analysis automatically provides you with all the necessary information about the customers' needs and essentials. Speech and Text Analysis, which reveals the issues that most concern or annoy the customers with its features such as emotion determination and trend analysis, enables you to understand customer needs in the best way. Thus, you can increase the satisfaction and loyalty of your customers by making improvements that meet their expectations.

Save Time and Money by Developing Your Call Center

Speech and Text Analysis provides insights that can be used to improve agent performance and optimize call center operations, using criteria such as holding time, average processing time, call transfer speed, and first call solution generation rate. Using this software, you can evaluate your agents' performance per conversation or the entire call history. By rewarding your most successful representatives, you can increase their motivation or support representatives who perform less than expected with training programs. Ensuring that your representatives are prepared for all kinds of customers' requests makes their work easier and faster.

First Call Resolution

Solution generation at the first call, known as First Call Resolution, is an important measure that gives an idea about call center performance and customer satisfaction. Speech and Text Analysis, with its FCR analysis feature, enables the determination of whether the problems of customers are solved in their first call. Thus, recurring calls can be identified and situations that result in customer dissatisfaction can be prevented. This feature is also not caused by insolvency; It also determines consecutive calls, as different discussions are required on a topic. These calls, labeled as Non-FCR, contribute to call center managers to make more accurate evaluations.

Speech to Text

Speech and Text Analysis uses the advanced Large Vocabulary Continuous Speech Recognition (LVCSR) technology. Unlike phonetic indexing, which converts sounds into phoneme strings and tries to match them with a predefined word list; LVCSR converts sounds into text by applying a dictionary or language model. Thus, the searched word or phrase is found much faster and easier among all the call contents.

High Accuracy Rate

Speech and Text Analysis separates the customer representative and customer conversations while converting the voice recordings into text and evaluates them in two different channels. This increases the accuracy of the transcription process. While the minimum accuracy rate for each channel is 80-85%; in some projects this rate may rise to 95%. Sound quality of the recordings is one of the factors affecting the accuracy rate; Performing a technical review of the recording device used when starting the project directly affects the success of the project.

Emotion Detection

Speech and Text Analysis determines feelings by examining variations in tone while analyzing the speaker's voice. This feature, which is defined as emotion detection; It enables problematic conversations to be revealed based on parameters such as irritability, monotony, silence duration and cutting rate. Thus, many problems that may result in customer dissatisfaction can be detected and prevented in advance.

Trend Analysis

Speech and Text Analysis, with its trend analysis feature, reveals trends by focusing on the most frequently used words and expressions during a certain period of time. Using this feature, call center managers can easily monitor changes in customers' perceptions and expectations. In addition, This feature can measure the effectiveness of marketing activities and evaluate the company's competitive position.

Topic Identification

Speech and Text Analysis, with its topic identification feature, evaluates calls in all details and categorizes them according to their content. Unlike word spotting, which filters calls based on specific words, the topic determination feature evaluates calls based on all their content and classifies them according to specific categories that concern call center managers. If there is more than one topic in a call, a topic is assigned for each topic in this call. This helps them save time and focus on more urgent tasks

Statistical Comparison

Speech and Text Analysis provides root-cause analysis on calls with its statistical comparison feature. This feature allows users to define textual and acoustic parameters; allows analyzing calls based on factors such as date, customer representative, customer representative group, query and voice channel (customer / customer representative).

Advanced Quality Assessment

Advanced quality evaluation feature, instead of randomly evaluating customer representative performance; It evaluates in a target-oriented way based on certain criteria. It enables the software to fully evaluate the recorded calls and ensure that the quality management teams can monitor the performance of all representatives. Using criteria such as scenario rules, emotional parameters, silence times and overlapping conversations, this feature offers a combination of automatic and manual evaluation options.

Automatic Multilingual Transcription

Speech and Text Analysis has the ability to perceive many different languages and convert them to text. Even if the customer changes the language he speaks during the conversation; the software detects this change and continues the transcription. For example, when a customer switches from English to Arabic during the call, Speech and Text Analysis can recognize this change and continue to transcribe the second language. Thus, call centers never miss a thing, regardless of the language of their customers. This feature offers advantage to call centers in regions where more than one language is spoken.

Online Analysis Module

When it comes to customers, every second counts. With this feature, call center managers can act seamlessly on real-time analytics. This module also allows managers to coach agents online—from the very same place where they access call data. On the agent's side, the online module automatically identifies specific conversational topics to help them finish the job more efficiently.

Comprehensive Reporting

Speech and Text Analysis generates comprehensive reports on a daily, weekly or monthly basis. The software delivers these reports as XML files to the relevant departments via e-mail. The reports can contain many different details such as the number of calls by group, number of calls by subject, trend queries, word analysis and daily search volume. Call center managers can access the information they really need by customizing the details according to the day, representative group, call or topic direction.