

# CallFinder®

## Product Overview



## Transform Your QA Process with CallFinder's AI -Fueled Solution

We're helping contact centers optimize every customer conversation with AI-fueled content analysis and in-depth customer and conversational insights.



### Scale Your QA Process to 100%

On average only a tiny fraction **(2% avg.)** of customer interactions are monitored. **CallFinder automatically scales your QA reach** with in-depth insights into 100% of your customer interactions without adding overhead, reducing time spent on QA.



### 360 Visibility into Agent Performance

Access **immediate** evaluations of every call for individual agents and agent teams. **Use insights to refocus agents and train** them to exceed KPIs to turn your contact center into a revenue center.



### Access Our Team of Experts

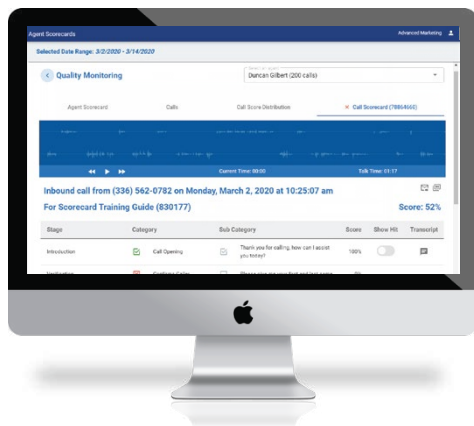
Your dedicated CallFinder Analyst will work with **you** to assess goals unique to **your** business and help you achieve them with custom score cards and reports. **Get the most value out of the CallFinder solution with our exceptional support!**

READ THE  
CASE STUDY  
**Scales QA Reach  
& Exceed KPIs**

READ THE  
CASE STUDY  
**Benefit  
Communication  
Insourcing**

## Custom Solutions to Fit Your Contact Center Needs

CallFinder offers usage-based scalable solutions designed to meet your company's quality management needs and budget requirements. Optimize quality monitoring with CallFinder's automated scorecards, call transcription, conversation insights, and more.



## Powerful. Affordable.

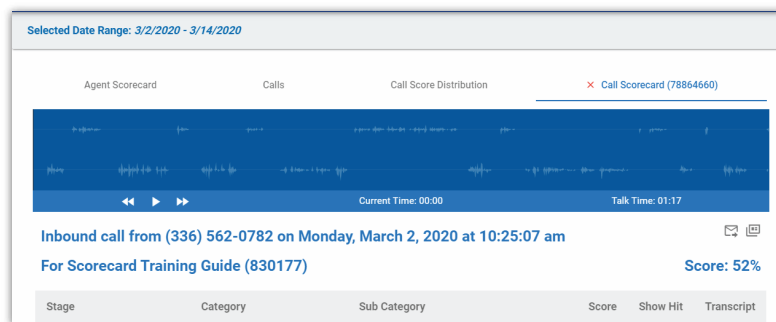
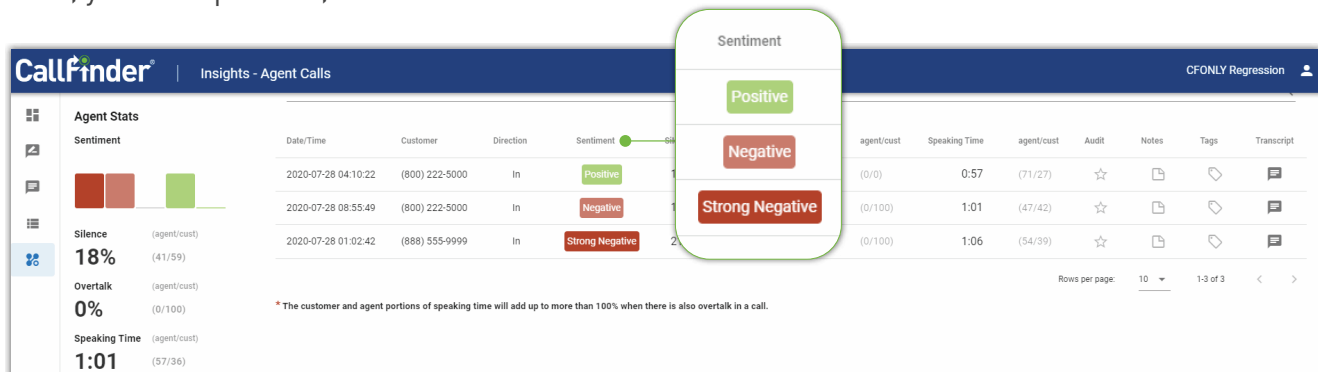
- ✓ Flexible
- ✓ No CapEx Necessary
- ✓ Scalable to Business Needs
- ✓ Flexible Usage-based Pricing
- ✓ No Per-Seat Fees
- ✓ Unlimited Account Users



## FEATURE HIGHLIGHTS

### Sentiment Analysis

Access a visual analysis of customer and agent sentiment within every conversation, providing a view into customer attitudes and emotions related to your products, the customer experience, customer service approach, your competitors, and more.



### Silence & Overtalk Detection

Silence and overtalk detection reveals agent performance gaps with insights that identify specific calls with too much silence or overtalk, good indicators that more agent training may be necessary to address knowledge gaps.

### Custom Analytics Reports

Access and export valuable interaction analytics contained in every customer-agent interaction and use the data to improve business processes, call handling procedures, the customer experience and more.

**Examples of custom reports used by our clients include:**

- Customer call reasons
- Product mentions

## Schedule a Demo

CallFinder can help you meet your analytics goals.

**Book a live demo with one of our experts, or speak with someone today by calling 1-800-639-1700.**

**Contact Us!**