



Gain AI-Driven Insights into Agent Performance & the Customer Experience

CallFinder View

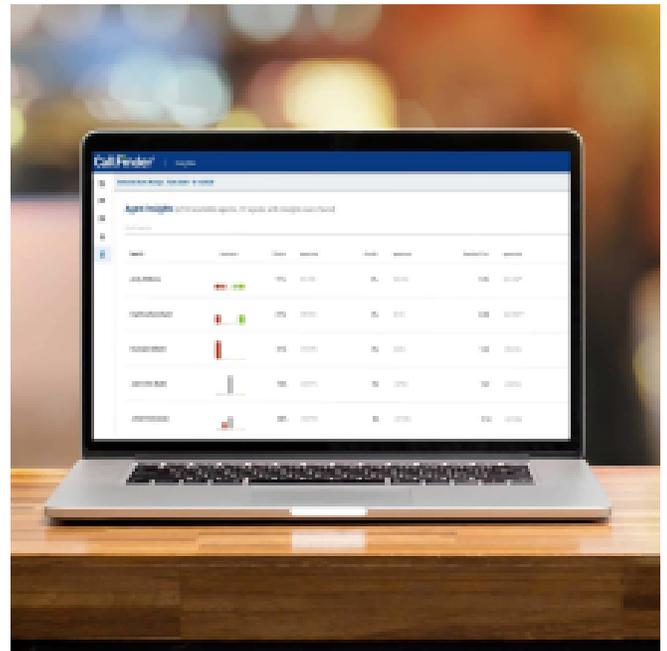
Cultivate high-performing agent teams and experience an upward impact on company revenues with automated in-depth analytics and **Agent and Customer Insights like Sentiment Analysis, Silence & Overtalk Detection, and searchable Call Transcriptions.**

Identify Agent Knowledge Gaps & Coaching Opportunities. Start Improving CX Today!

Improving agent performance has a direct impact on how your customers experience your business, and it drives new revenue.

With CallFinder View you can:

1. **Search 100% of interactions** for key phrases, product names, or competitor mentions
2. Use Agent Insights like Silence and Overtalk Detection to **identify agent coaching opportunities**
3. Quickly **segment and compare agent performance** using Speaking Time and Silence Detection metrics
4. Review Team Insights to **assess individual agent performance** and evaluate the team as a whole
5. Reveal CX Insights to **understand the context, and full content, of every customer interaction**



AUTOMATED CALL TRANSCRIPTIONS

Quickly search and analyze every agent interaction. Use transcriptions to identify knowledge gaps and trends. Turn the insights you gain into data-backed and effective coaching materials.

SENTIMENT ANALYTICS

Understand positive, negative, & neutral interactions by agent. See which agents need soft-skill coaching, and which agents you can use as high-performers for coaching & training.

AGENT & CUSTOMER INSIGHTS

Pinpoint agent and customer behaviors that result in positive outcomes. Ensure your agents have the skills to provide optimal service to your customers. See the direct impact on company revenues.

Boost Revenue. Assess KPIs. Improve CX.

Use Agent and Customer Insights and call examples you need to coach agents to meet KPIs. Our clients report that they have:

- **Boosted revenue by 40%**
- **Reduced AHT by 30%**
- **Elevated the Customer Experience, CSAT, & NPS scores**

Schedule A Demo

Talk to an expert and see how CallFinder View will help you transform Agent Performance & the Customer Experience.

