How Automated Quality Monitoring Accelerates Time to Value (TTV)

CallFinder®
Cloud-based Speech Analytics
Powerful. Affordable. Easy.

Gain Instant Value Across the Entire Business for a Complete ROI

Automated Quality Monitoring (AQM) Solutions offer instant value since they can be quickly tailored to meet your business goals. And that value goes beyond the contact center. **After surveying businesses across various industries, we've compiled some proven business improvements that AQM solutions provide across your entire organization to ensure a complete return on your investment.**

REVENUE

Increased conversions by 50% using customer sentiment insights to develop training programs focused on increasing conversions.

Increased sales by 30% by showing empathy on every call to establish trust and comfort with customers, leading to more relationship-building efforts.

CUSTOMER SERVICE

Reduced agent response times to inbound callers to 30 seconds by tracking key performance indicators through scorecards and custom analytics reporting.

Reduced Average Handle Time (AHT) by 15% through uncovering agent performance trends and developing scripts & training based on those trends.

STAFFING

Determined that over 95% of leads come in during regular business hours, providing the ability to schedule staff to effectively cover peak hours and lower overhead costs.

Ability to scale QA process through automated scorecards to **monitor 100% of calls, with the same size QA department.**

PROCESS

Reduced the time it took to review contact center calls by 80% while providing vital customer data to medical and dental practices, which also improved the patient experience.

Optimized marketing budgets using custom reporting to identify opportunities for improving marketing messaging and informing decisions on which channels to invest marketing spend.

About CallFinder

CallFinder's speech analytics solution delivers the necessary tools to successfully navigate thousands of daily customer conversations through powerful insights into customer needs and preferences to improve advertising strategies, as well as ensure regulatory compliance through better agent training. **|** www.mycallfinder.com/resources/

Call to Schedule a Demo: 1-800-639-1700