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!

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 guality monitoring with CallFinder's automated scorecards, call transcription, conversation insights, and more.



Powerful. Affordable.

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

Call to Schedule a Demo

1-800-639-1700

les QA Reach Exceed KPIs

READ THE

ASE STUDY

Benefit Communication Insourcing

Callfinder

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.

Jal	lfinder	Insight	s - Agent Calls				Destition						CFONLY R	gression
5	Agent Stats						Positive							
	Sentiment		Date/Time	Customer	Direction	Sentiment 🔴 S	Negative	agent/cust	Speaking Time	agent/cust	Audit	Notes	Tags	Transcrip
			2020-07-28 04:10:22	(800) 222-5000	In	Positive			0:57	(71/27)	Å	B	\bigcirc	Þ
			2020-07-28 08:55:49	(800) 222-5000	In	Negative	Strong Negative		1:01	(47/42)	Å	B	\Box	Þ
=	Silence	(agent/cust)	2020-07-28 01:02:42	(888) 555-9999	In	Strong Negative	2	(0/100)	1:06	(54/39)	☆	B	\bigcirc	E
8	18 %	(41/59)												
	Overtalk	(agent/cust)								Ro	ws per page:	10 👻	1-3 of 3	<
	0%	(0/100)	* The customer and agent p	oortions of speaking ti	me will add up t	o more than 100% when there	s also overtalk in a call.							
	Speaking Time	(agent/cust)												
	1:01	(57/36)												

Agent Scorecard		Calls Call Score Distribution		× Call Scorecard (78864660)			
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			Current Time: 00:00	Talk Time: 01:17			
	≪ ► ►		Current Time. 00.00	Talk Time: 01:15			
		52-0782 on Mond	lay, March 2, 2020 at 10:25:07		C. E		

Stage	Category	Sub Category	Score
ntroduction	Call Opening	Thank you for calling, how can I assist you today?	100%
/erification	Confirms Caller	Please give me your first and last name	58%
		What is your account number?	
Asks Pertinent Questions	Product Questions	What product are you inquiring about?	72%
		Describe the issue you're having	
		Do you have a product warranty?	
Verifies Understanding of Caller Needs	Confirms Caller Reason	To confirm, the issue you are having is related to	15%
Call Handling Skills	Agent Ownership	I can absolutely help with that	66%

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.

