Speech Analytics

AUTOMATED TOOLS FOR OPTIMAL CALL REVIEWS

CallFinder®

While CCaaS providers offer speech analytics, most do not have the capabilities and specialized features required for modern QA and personalized customer experiences.

FEATURES	CCAAS	CALLFINDER
Dedicated Speech Analyst	✗	✓
Custom Automated Scorecards	✗	✓
Searchable Call Transcriptions	✗	✓
Multi-Language Transcriptions	✗	✓
Silence & Overtalk Detection	✗	✓
Customized Sentiment Analysis	✗	✓
Emotion Analysis	✗	✓
Customized Phrase Library	✗	✓
Insights Dashboard	✗	✓
Search Statistics	✗	✓
Filtering & Tagging	✗	✓
Scheduled Report Delivery	✗	✓
Robust Custom Reports	✗	✓
Unlimited Users	✗	✓
CRM Integrations	✓	✓
Contact Center Integrations	✓	✓