CALL CENTRES

The call centre remains an important customer interface to maximising satisfaction and retention through trained personnel.

These conversations are a rich source of insight about changing consumer needs and how effectively their needs are being addressed.

The ability to use this valuable information is vital in understanding your customers needs and therefore their satisfaction.

GLASS BOX NOT BLACK BOX

Your business deserves to make the most out of any software to enhance what YOU do.

You should NOT have to make do with what is available off the shelf.

At **BiTQ**, we believe that a truly scalable, fit for purpose, Glass Box should be able to enhance your business, allowing you to maximise your data.

This is our offer to you.

UNDERSTANDING CUSTOMER SATISFACTION

CHALLENGES...

- High volumes of information needing to be analysed quickly and effectively

- Unstructured audio data is difficult to systematically search for insights

- This largely means that your data is either unusable or at least slow to access

IDEAL SOLUTION...

- Scalable, automated conversation audio processing system: -

- Convert large volumes of audio data into highly usable, formatted text

- Sentiment analysis of call transcripts created

- Secure cloud storage of analysis results for reference as required

DESIRED OUTCOMES

- Transformation of complex call audio into: -

- Rich, Structured, useable data

- Allowing valuable insights to better understand customer satisfaction

- Ability to analyse Call Centre performance using scalable a truly infrastructure

ANALYTICS USING ARTIFICIAL INTELLIGENCE

Understanding call centre customer satisfaction at scale with the powerful Microsoft Azure ecosystem. Our solution consists of an integrated workflow that efficiently processes raw call audio into meaningful data:

- Large volumes of call audio data are ingested into an integrated system of scalable AI, compute and storage

- Workflow results are stored securely in a structured format ready for reporting and analytics applications
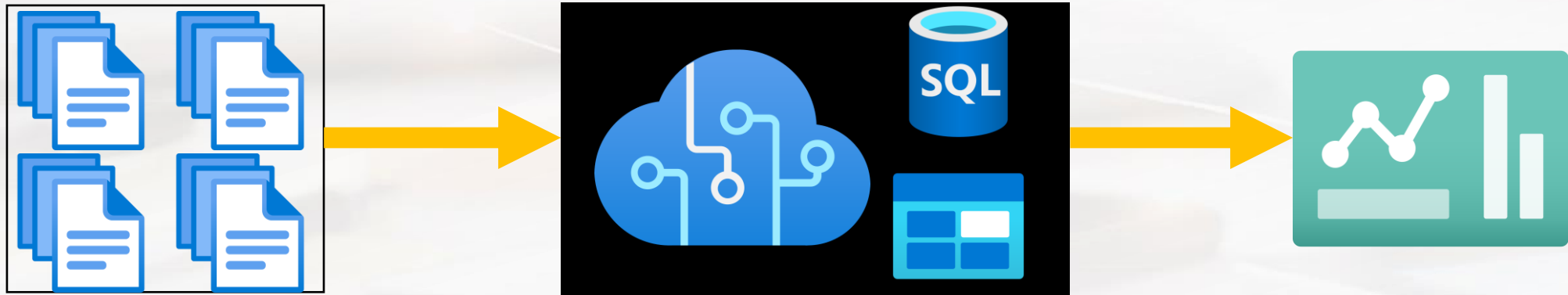
CALL CENTRE ANALYTICS

AZURE CONGNITIVE SERVICES

- Advanced AI capabilities of phone conversation analysis

AZURE SCALABLE INFRASTRUCTURE

- Flexible cloud compute and storage capacity that can be customized to user requirements

AZURE SECURITY & GOVERNANCE

- Facilitates a "glassbox" approach that enables customers to have full control over their call centre analytics process.

ARTIFICIAL INTELLIGENCE – VISUALISED

The image below is representable of the conversation-level analytics report, highlighting the dropdown menu options to select conversations for analysis.
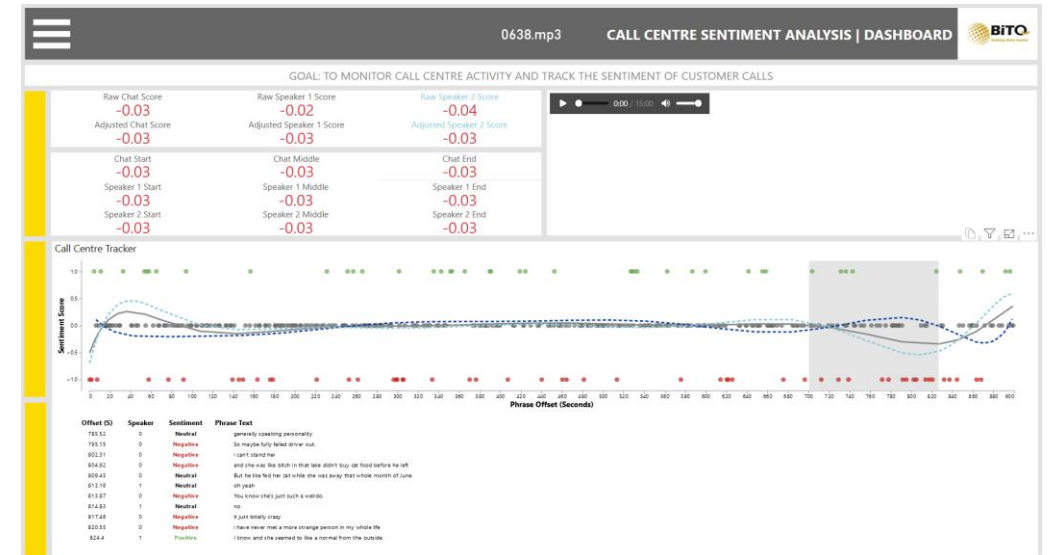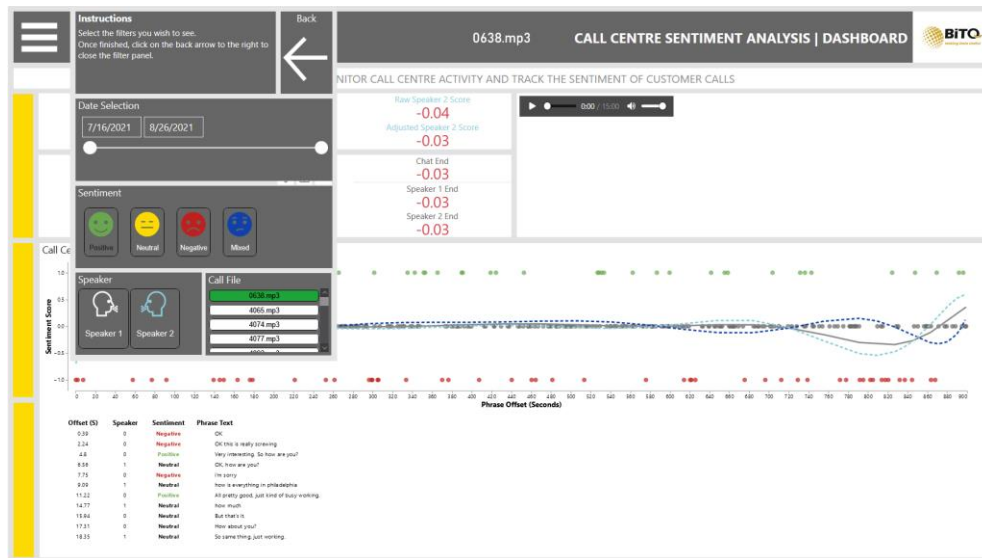
The image above represents a Conversation-level analytics report that allows users to view changes in sentiment over time with the ability to zoom into areas of the conversation that are of interest and view the dialogue responsible for the sentiment displayed on the graph with ease.

Call Centre Sentiment Analysis
by BiTQ

For all enquiries, please contact us as follows...

Technical Support

Phone: **+61 (7) 3063 3044**

Sales Support

Email: **gmsales@bitq.com.au**

Phone: **+61 417 297846**

Website: **www.bitq.com.au**