



# SmartAnalytics

End-to-end analytics and insights



# What does SmartAnalytics enable?



## End to End Visibility

- IntelPeer is a single source of end-to-end call visibility across all platforms (IVR/CCAAS/3<sup>rd</sup> Party)
- Easy button: no special integration required we are already in the call path
- Data-driven automation to optimize CX experiences



## Business Insights

- Customer Effort Scores/CSAT/Sentiment
- Business outcomes and trends
- Ability to answer questions: *(Does a longer talk time lead to better CSAT score or bigger sale, competitive mention)*



## Interaction Intelligence

- Agent effectiveness – compliance, customer experience
- Identify potential churn
- Automate follow-ups and identify promises made

# Smart Analytics

End-to-End Interaction Visibility, Business Insights and Agent Effectiveness



SmartAgent



SmartOffice



SmartWorker



Call center



BPO or 3<sup>rd</sup> party



Office workers



Caller



Listen & Interpret



Record



Transcribe



AI Analysis



Dashboards



Quality Scoring



CSAT

Get full visibility, actionable insights, and guaranteed quality

# SmartProducts

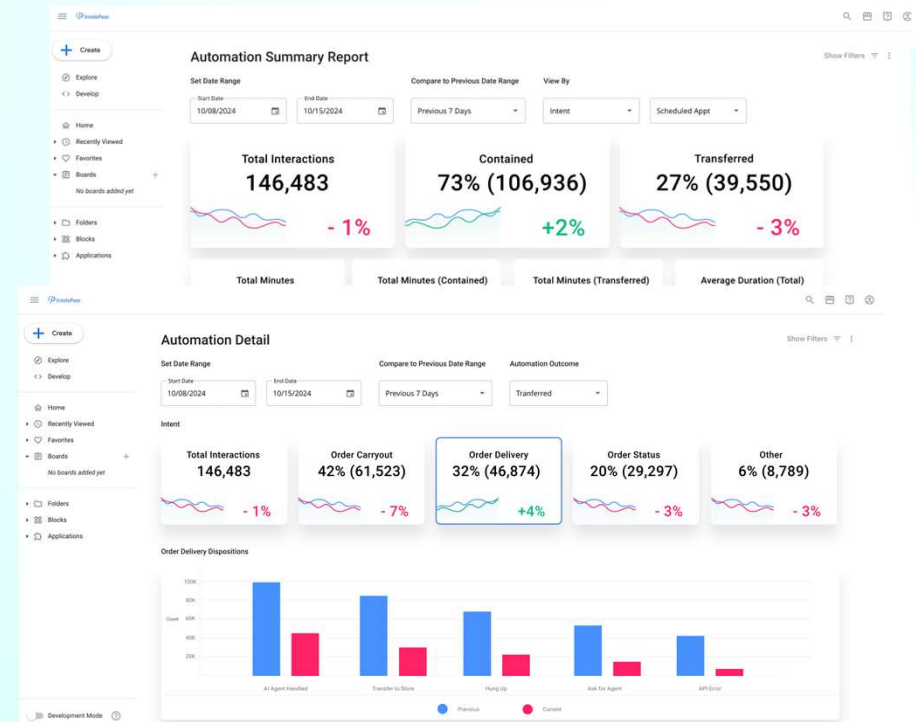
Get up and running with data on analytics on day 1

## Capabilities

- Included in SmartAgent/SmartOffice
  - Capture the entire AI Agent Interaction
  - Standard Automation Summary and detailed dashboard
  - Custom metrics and dashboards via Managed Solutions\*

## Benefits

- Immediate insights into AI Agent performance
- Granular insights into specific customer intents and outcomes
- Tailor analytics to specific business needs



# SmartAnalytics™

## Search and track trends from every interaction

- Full interaction analytics from AI agent to human agent
- Filter and view interactions by metadata
- Post-call analytics and end-to-end interaction metrics
- View the interaction summary and full end-to-end transcript

### Benefits

- Get comprehensive interaction insights
- Get hourly visibility into key performance indicators
- Filter, view, and analyze transcripts based on metadata
- Integrate interaction data into your existing BI systems

The screenshot displays the IntellePeer SmartAnalytics interface. At the top, there's a search bar with a filter icon. Below it, a table lists search results with columns: ConversationID, Start Time, Utterances, Intent, Outcome, Language, Sentiment, and Interaction Type. The table shows several entries for December 21, 2024, with various intents like 'Pay Bill' and 'Live Agent'. A detailed view of a specific interaction (DEN140-3111235371B46) is shown on the right, including a transcript of the conversation and a summary of interaction properties.

ConversationID	Start Time	Utterances	Intent	Outcome	Language	Sentiment	Interaction Type
...000-19239387	December 21, 2024, 2:56:07 AM	2	Pay Bill	Transferred	Spanish	5	AI Workflow + Agent
...000-18129481	December 21, 2024, 2:56:07 AM	2	Pay Bill	Transferred	Spanish	5	AI Workflow + Agent
...000-19032595	December 21, 2024, 2:56:07 AM	2	Live Agent	Transferred	Spanish	5	AI Workflow + Agent
...000-19032595	December 21, 2024, 2:56:07 AM	6	New Service	Contained	Spanish	5	AI Workflow
...000-19034290	December 21, 2024, 2:56:07 AM	7	Live Agent	Transferred	Spanish	5	AI Workflow + Agent
...000-19241266	December 21, 2024, 2:56:07 AM	7	Pay Bill	Contained	Spanish	5	AI Workflow

**Interaction Detail: DEN140-3111235371B46**

The caller needed to make a payment on their account, and was able to successfully self-service. However, after making the payment the caller realized they had used the wrong card, and asked to be transferred to a representative for help removing the charges.

**Non-standard Disclosure**

**Telephony Details**

ANI	+1 898 245 5593
DNIS	+1 800 902 3347
Call start datetime	Monday, February 11 2025 11:45:57 PM
Transfer destination	+2 938 926 6562

**Interaction Properties**

ConversationID	...SR-000-00000000DEN140-3111235371B46
Intent	Make a payment
Outcome	Self served payment, Transferred
Language	English
Sentiment	Satisfied (5)
Agent version	SmartComm_Client_12.1.15
AI turns	28
Human agent turns	9
Self-Service flows completed	Make Payment
Median response latency	2.2s

**Transcript:**

Customer - 3m 55s: Yes, that's correct

Customer - 3m 55s: Ok, that sounds good to me

Customer - 3m 55s: Now, when does the rest of my balance become past due?

AI - 4m 11s: Great question, let me explain that to you. Your current balance after this payment will be \$68.24, and that will become past due two weeks after the original billing date, which means on this upcoming Friday. Does that make sense?

Customer - 4m 30s: Got it, thank you.

Customer - 4m 30s: You can go ahead and process the payment now

AI - 4m 45s: Ok. Just to confirm, you'll be paying \$120 to your main account today. Give me a second while I submit this.

Customer - 5m 2s: [End of transcript]

# Appendix

# SmartAnalytics Live

Near real-time results tailored to your business needs

- Contextual Search
- Self-Serve Dashboards
- Near real-time data refreshment
- Increased data exchange capabilities with Snowflake Secure DataShare

## Benefits

- Find relevant information more efficiently
- Get near real-time visibility into key performance indicators
- Self-service BI: Tailor analysis to meet your business needs
- Seamless and secure collaboration on AI and data across business boundaries

