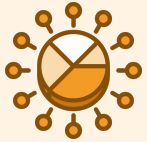
phonal ai

Speech Analytics AI *for* Customer Success

- Speech & Sentiment Recognition
- Revealing Behavioral Patterns
- AI-powered Insights and Recommendations

Blind Game *with* Customers

Which agents' actions impact decisions made by customers?



Which customer segment reacts better to specific proposition?

Who of agents interacts with customers in the worst way?

Solution we offer

Speech Analytics AI *for* Call Centers

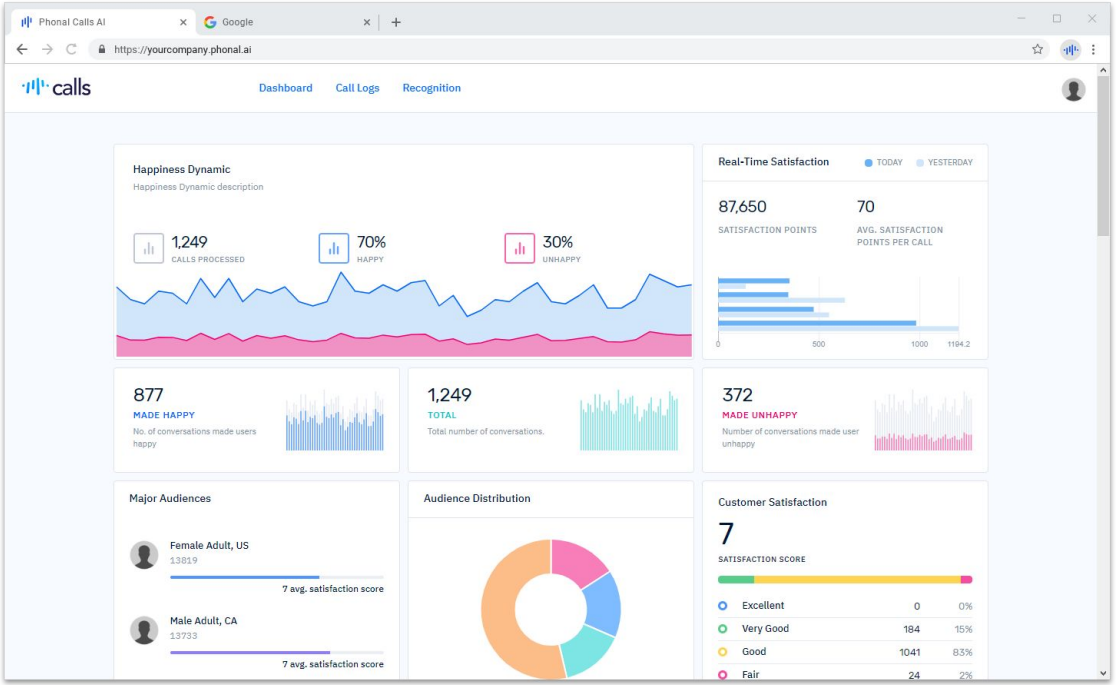
Tracks both Content and Sentiment of the calls

Reveals Behavioral Patterns and Dependencies

Assists Agents with Real-time Recommendations

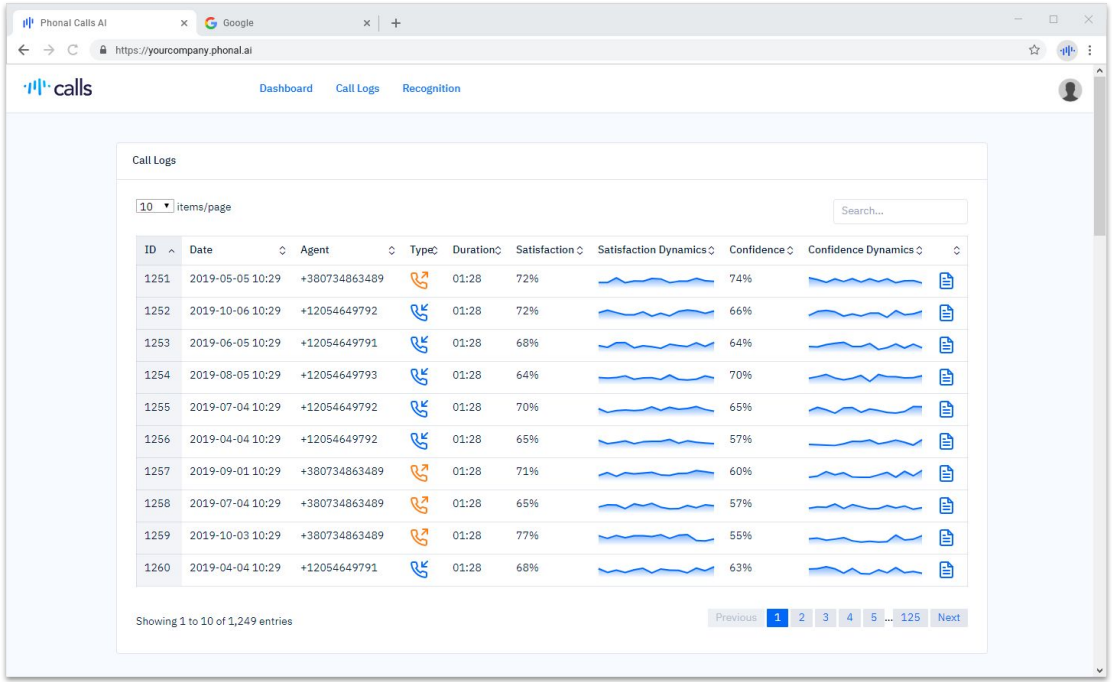
Solution we offer

See Big Picture



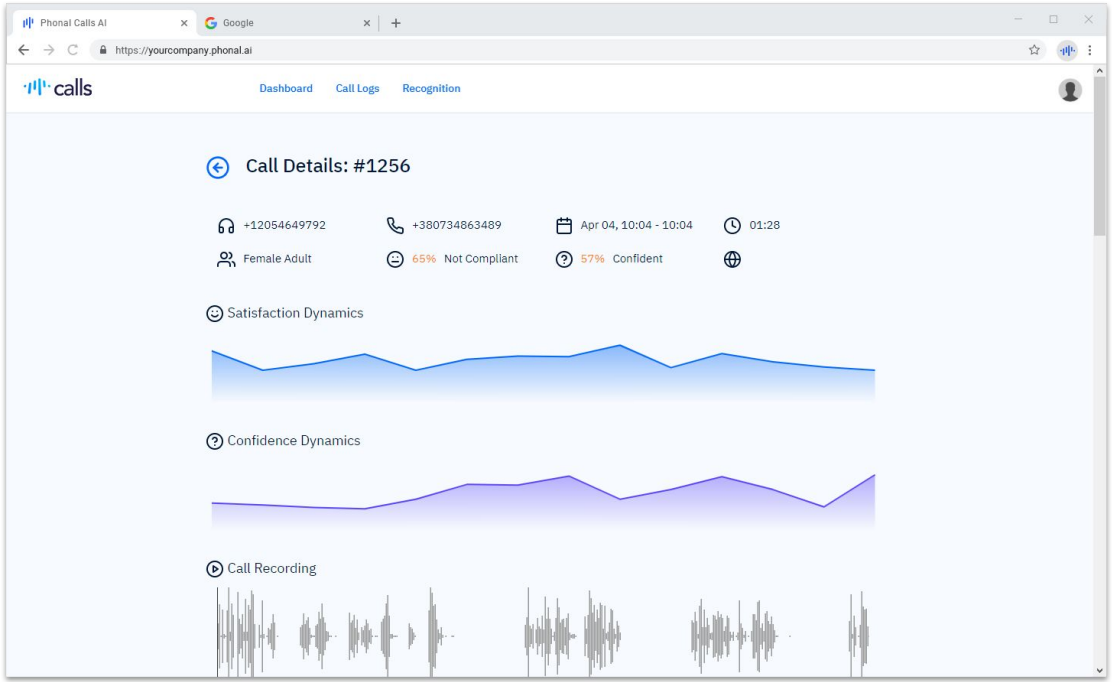
Solution we offer

Monitor Every Call



Solution we offer

Track Content & Context



Technology: Every aspect of speech

- Pronunciation
- Volume
- Pace
- Pauses
- Filler Words
- Pitch
- Prosody
- Register
- Timbre
- Gender
- Emotion
- Accent
- Age
- State of Mind
- Content
- Topic

Box Integrations and API

Business Analytics

Power BI

SISENSE

Google Data Studio

tableau SOFTWARE

+ Custom Integration

Call Center Software

CISCO

RingCentral

AVAYA

aircall

+ Custom Integration

Production Implementation Roadmap

Analytics & Reports

On-Premise Deployment & **Integrations**

Historical **Big Data Analysis** and **Revealing Behavioral Patterns**

Analytical **Dashboard** and **Reports**

4 months

Assistance for Agents

Real-time Customer Demographics **Detection**

Behavioral Suggestions and **Recommendations**

Real-time QA and **Alerts** for Managers

4 months

Ongoing Support

Algorithms, Models and Software **Updates**

Fixing Technical Issues

Consulting *(Conversational Design, CX experiments for calls, further improvements)*

Lifetime

Up to **1 year** to implement

Security, Compliance and Service

On-premise Deployment

Everything is stored on enterprise servers

GDPR Friendly

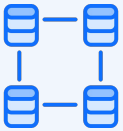
Data is managed and secured in compliance with GDPR regulations

SSL Encryption

Encrypted data exchange

99.5% Uptime SLA

Guaranteed uptime of products



Intranet Data Exchange

Prohibited external access to the sensitive data

8/5 Support

Our experts are ready to support and consult

Let’s improve customer success together!

Oleg Voronko

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