

# Speech Analytics AI *for* Customer Success

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



Problem we solve

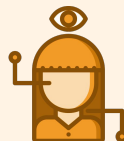
# Blind Game *with* Customers



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

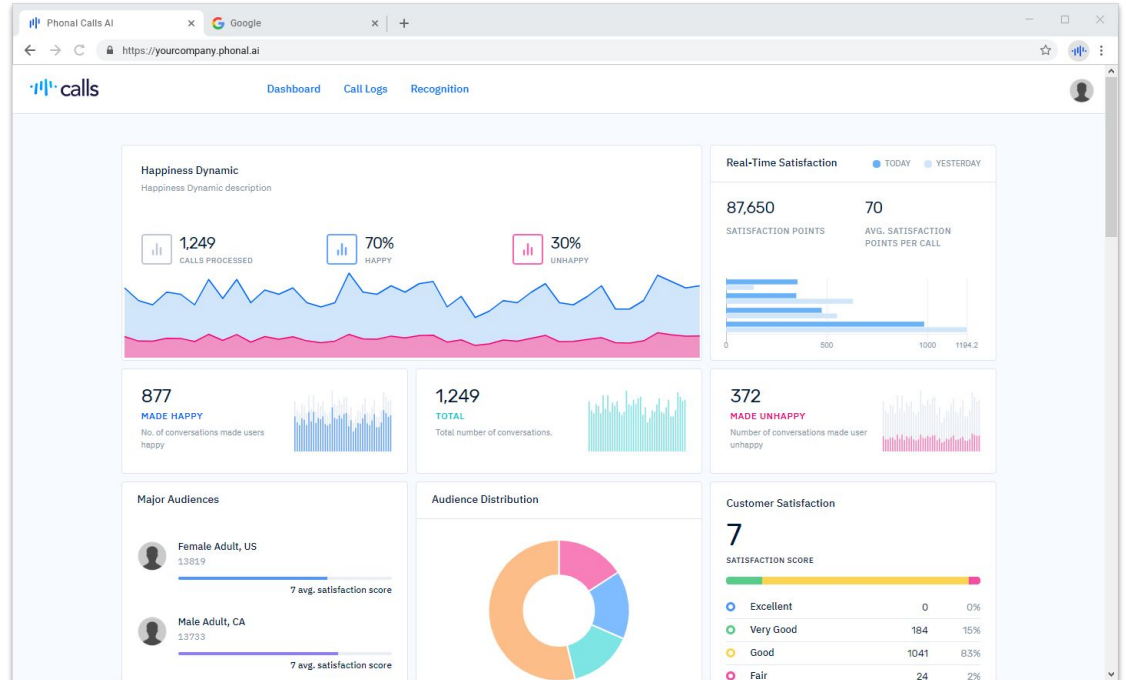


Assists Agents with  
Real-time Recommendations



Solution we offer

See Big Picture





Solution we offer

# Monitor Every Call

Phonal Calls AI

Dashboard Call Logs Recognition

Call Logs

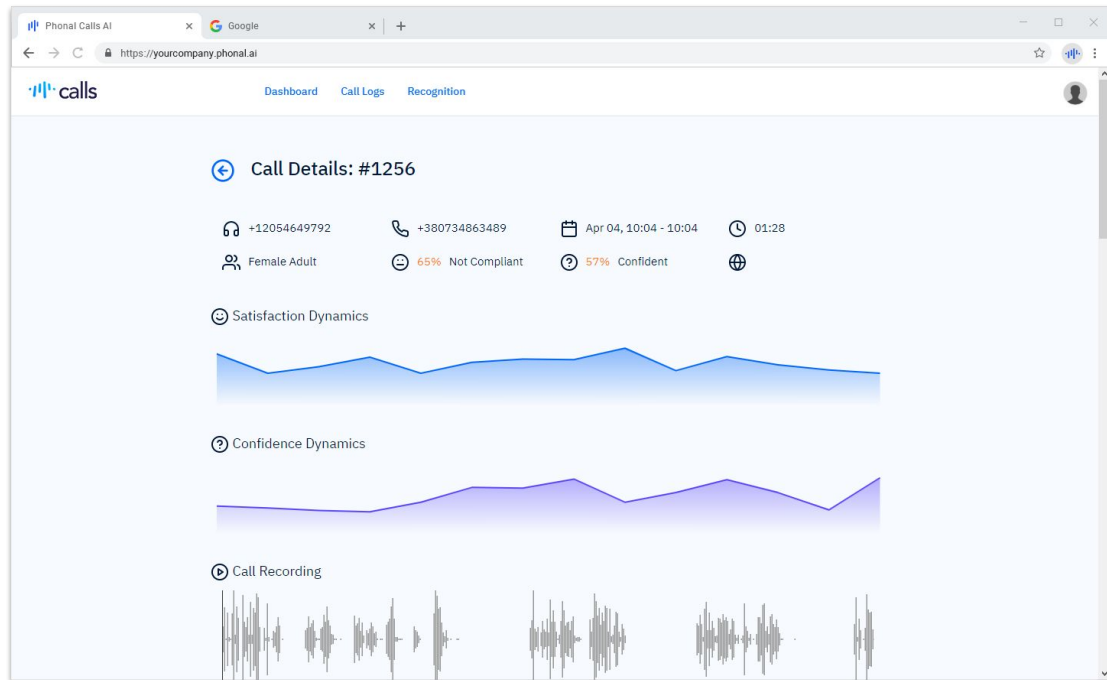
10 items/page Search...

ID	Date	Agent	Type	Duration	Satisfaction	Satisfaction Dynamics	Confidence	Confidence Dynamics
1251	2019-05-05 10:29	+380734863489	🔴	01:28	72%		74%	
1252	2019-10-06 10:29	+12054649792	🔵	01:28	72%		66%	
1253	2019-06-05 10:29	+12054649791	🔵	01:28	68%		64%	
1254	2019-08-05 10:29	+12054649793	🔵	01:28	64%		70%	
1255	2019-07-04 10:29	+12054649792	🔵	01:28	70%		65%	
1256	2019-04-04 10:29	+12054649792	🔵	01:28	65%		57%	
1257	2019-09-01 10:29	+380734863489	🔴	01:28	71%		60%	
1258	2019-07-04 10:29	+380734863489	🔴	01:28	65%		57%	
1259	2019-10-03 10:29	+380734863489	🔴	01:28	77%		55%	
1260	2019-04-04 10:29	+12054649791	🔵	01:28	68%		63%	

Showing 1 to 10 of 1,249 entries

Previous 1 2 3 4 5 ... 125 Next

# 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



Google Data Studio



+ Custom Integration

### Call Center Software



CISCO™



+ Custom Integration





# Production Implementation Roadmap

## Analytics & Reports

## Assistance for Agents

## Ongoing Support

On-Premise Deployment  
& Integrations

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

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

4 months

**Real-time** Customer  
Demographics **Detection**

**Behavioral** Suggestions  
and **Recommendations**

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

4 months

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



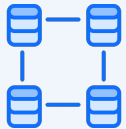
## On-premise Deployment

Everything is stored on enterprise servers



## SSL Encryption

Encrypted data exchange



## Intranet Data Exchange

Prohibited external access to the sensitive data



## GDPR Friendly

Data is managed and secured in compliance with GDPR regulations



## 99.5% Uptime SLA

Guaranteed uptime of products



## 8/5 Support

Our experts are ready to support and consult



Let's improve customer success together!



# Oleg Voronko

CEO

Email: [oleg@phonal.ai](mailto:oleg@phonal.ai)

Skype: [olvoronko\\_ut](https://www.skype.com/people/olvoronko_ut)

Address:

Phonal Technologies LLC

Latvia, Riga, Matisa iela 61-32, LV-1009

VAT Number:

LV40203209542

