



# UNFYD<sup>®</sup> COMPASS

## AI Scoring & Analytics



Social Media | Messengers | Chat Apps | Website | Web App | Mobile  
App | IoT



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Communication

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# What is UNFYD.SCOR+?

- + **UNFYD® SCOR+** is an advanced AI-powered platform designed to transform how businesses evaluate and enhance their customer interactions across various communication channels.
- + By leveraging state-of-the-art artificial intelligence and machine learning algorithms, UNFYD® SCOR+ provides real-time scoring, in-depth analysis, and actionable insights, ensuring that every customer interaction is of the highest quality.
- + SCOR+ utilizes Azure's OpenAI for audio-to-text conversion and analytics.
- + Automate the scoring and evaluation process, significantly reducing the time and effort required for manual reviews.
- + Customizable templates and scoring parameters that align with specific business needs and quality standards.
- + Adaptable to various communication channels, including voice, email, and messaging platforms like WhatsApp, social media etc.
- + Real-time evaluation and scoring of calls ,emails, social media channels and WhatsApp using AI algorithms.
- + Integrates smoothly with existing telephony systems, CRM platforms, and other business tools, ensuring a unified workflow.
- + Identify areas for improvement and training, resulting in more effective and empathetic communication.

# UNFYD<sup>®</sup>SCOR+: Overview

- + SCOR+ is an application designed to help businesses evaluate any channel interaction more effectively.
- + It uses Azure's OpenAI technology to convert audio into text seamlessly and analyze it thoroughly.
- + It generates transcripts of the calls, converting audio into text format
- + It uses the ready-made interaction transcripts from non-voice channels like Email, Chats, etc.
- + SCOR+ assigns scores to agents handling interactions from Calls, Emails, WhatsApp etc. based on predefined templates , weightage and parameters
- + Provides specific reasons for low scores on each parameter.
  - ✘ For example, - if a parameter is scored as 0, the system will detail the cause such as "Not done opening" or "Not done closing," offering clear insights into agents' performance gaps
- + Analysis of Interactions
  - ✘ Intent Analysis
  - ✘ Sentiment Analysis
  - ✘ Keyword Analysis
  - ✘ Corrective Steps taken By Agent
  - ✘ Issues Raised By Subscriber
  - ✘ Escalations
  - ✘ Follow-Up Actions
- + Reports & Dashboards- SCOR+ provides interactive dashboards for in-depth analysis, offering insights and facilitating better decision-making

# Template & KPI Configuration

## + Channel-Specific Configuration

- ✘ Businesses can select the communication channel (e.g., voice, email, WhatsApp) and configure parameters specific to each channel.
- ✘ Channel-wise configuration allows for tailored evaluations based on the unique requirements of each communication method

## + Customizable Templates

- ✘ Create and customize templates to suit specific business needs.
- ✘ Define categories, parameters, weightages, guidelines for each template to align with business objectives and quality standards.

## + Parameter and Weightage Configuration

- ✘ Assign weightages to different parameters based on their importance.
- ✘ Configure scoring rules that align with the desired evaluation criteria.
  - ⊕ For instance, if an agent has not followed a defined process, the business can choose to give a full score of 0.
  - ⊕ Alternatively, businesses can configure partial scoring, such as assigning a score of 7/10 if the agent provided the required information but missed other elements etc.

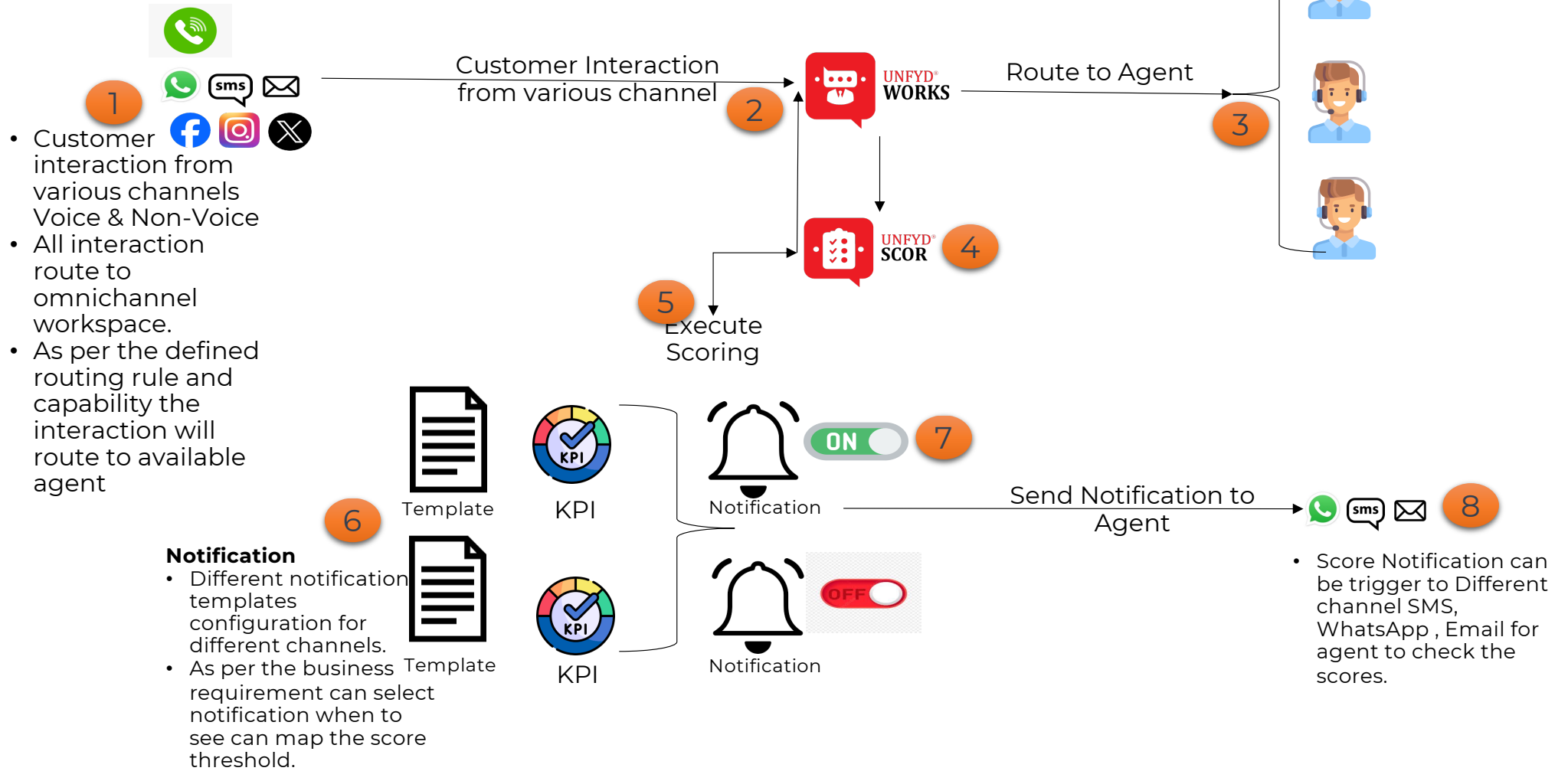
- + All configurations are managed from a centralized admin panel, providing ease of use and control

# GenAI Powered UNFYD®SCOR+

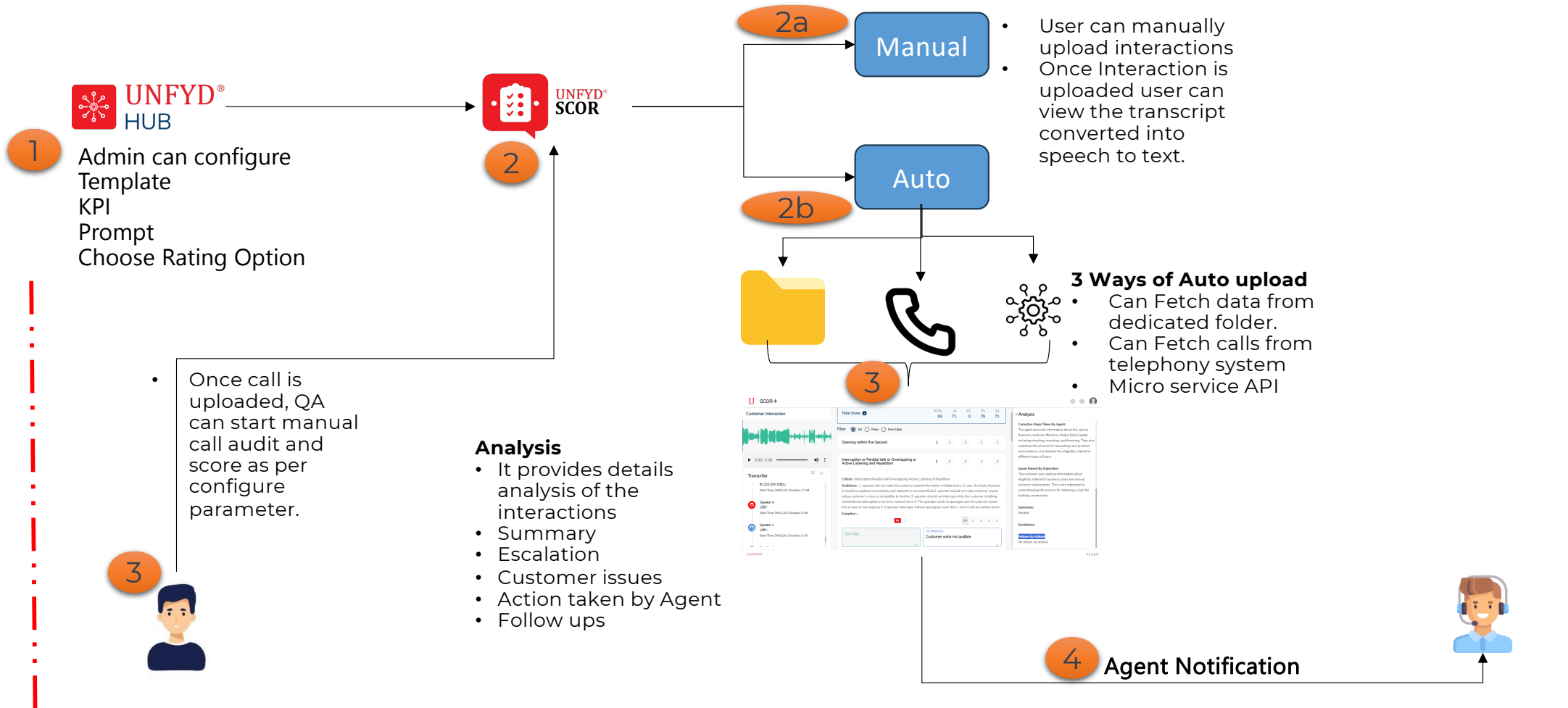


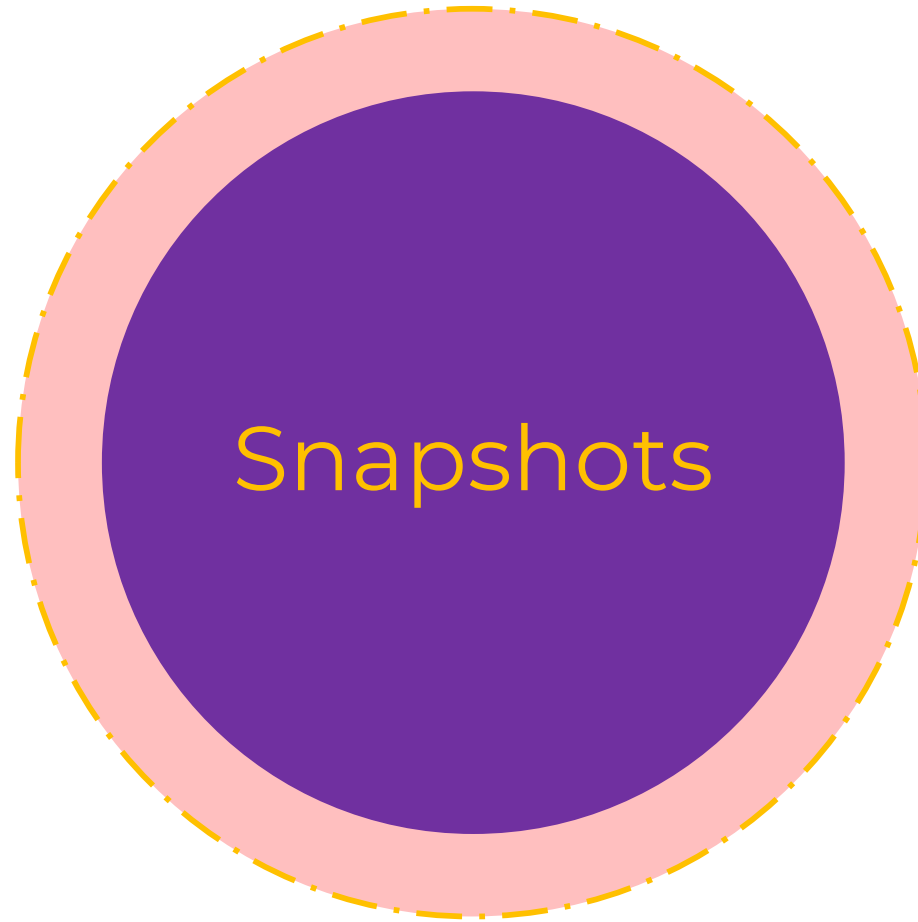
- + Generative AI can analyze the context of interactions to dynamically adjust scoring parameters based on the specific business scenarios and customer needs.
- + GenAI can handle the evaluation of thousands of calls simultaneously, ensuring that no interaction goes unassessed
- + Utilize advanced NLP algorithms to understand the sentiments in customer-agent interactions more accurately.
- + AI can detect subtle emotions and sentiments, providing more granular insights into interactions
- + Generative AI models can continuously learn from new interactions and feedback, improving the accuracy and relevance of scoring parameters over time.
- + Use prompts that instruct the AI to leverage data from various sources, enhancing the comprehensiveness and accuracy of its evaluations
- + Based on evaluation results, GenAI can identify specific areas where agents need improvement and suggest targeted training programs.
- + GenAI eliminates human biases, ensuring that every call is evaluated based on standardized criteria, leading to fair and consistent scoring

# Agent Notification



# AI based Scoring Process





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














# Scorecard Template Configuration

Name *	ABFL-Voice-Scoring	Description	UNFYD ABFL-POC - Template configured to do scoring of Voice Interactions
Channel *	 Voice	ChannelSource *	Avaya
Scorcard Summary Data Form *	Test Form	Prompt Manager *	ABFL voice Score

## Category



-  Opening within five Second 2%  
-  Standard Script used and enthusiastic and energetic with Brand Name 2%  
-  Interruption or Parallel talk or Overlapping or Active Listening and Repetition 3%  
-  Understanding customer concern 2%  
-  Paraphrasing customer concern 2%  

# Template and Weightage Configuration

Criteria +

Criteria

**Being Confident: Representative followed a pleasant/appropriate tone of voice & volume and adapted to customer's pace & speed.**

Weightage (%)  
2%

Rating    Not Applicable (NA)    Fatal Impact    Exception    Guidelines    Prompt

Rating Type

Yes/No    Yes/No & Star Rating

Yes    Yes  ★★★★★

Fatal Impact    This Criteria    This Category    Overall Scoring

Exception

Guidelines

# Manual and Auto uploading



## + Manual Upload

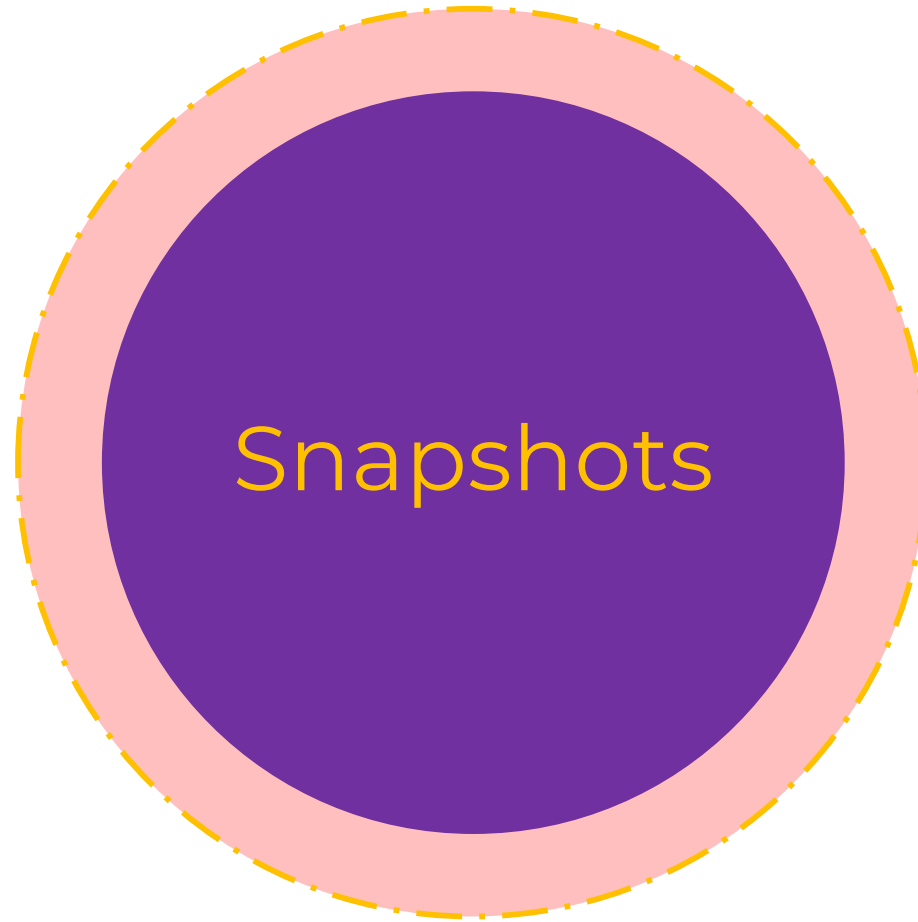
- ✘ Businesses can manually upload individual calls , emails or any channel interaction for evaluation and scoring.
- ✘ Bulk upload functionality enables the processing of multiple select upload.
- ✘ Business can select the channel(Email, voice, webchat etc) for which want to audit and can process with evaluation.

## + Auto Upload

- ✘ By integrating with channel specific systems, it can fetch the call/Email/social media interactions.(API)
- ✘ Fetch voice call recording files directly from the cloud telephony system.
- ✘ Fetch from Configured system
  - ✚ Integration to fetch voice call recording files from a predefined folder in batches on a periodic basis

## + Microservice Configuration

- ✘ Real-Time Call: Invoke the UNFYD® solution microservice from the cloud telephony system, preferably post-call disposition.



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# Interaction Analyzer

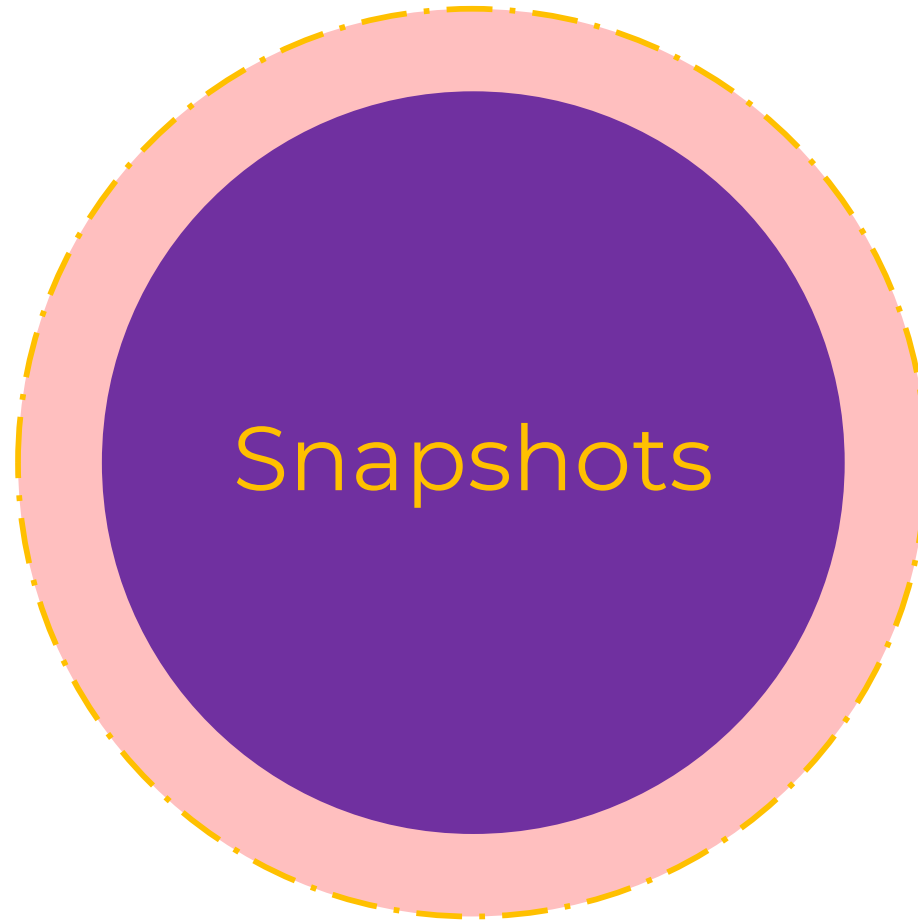
- + **Listen and Validate:** Users can listen to recorded calls and validate the interaction for quality assurance.
- + **Speech to Text Conversion:** Utilizes Azure AI for accurate transcription of call recordings convert speech to text. It supports all languages
- + **Speaker Analysis:** Identifies and distinguishes between the customer and the agent in the conversation.
- + **User Controls and Downloads:**
  - ✦ Playback Options: Users can download call recordings and adjust the playback speed for detailed review.
  - ✦ Transcript Downloads: Transcripts can be downloaded for cross-validation and record-keeping.
- + **Automated Scoring and Evaluation:**
  - ✦ Auto Evaluation: Automatically scores each parameter based on predefined criteria by clicking on the auto evaluation feature.
  - ✦ Weightage and Scoring: Provides parameter weightage and the overall score post-AI audit.
  - ✦ Detailed Feedback: Offers detailed reasons for low scores, helping agents understand their performance gaps and use the information for training purposes.

# GenAI Analysis



## + Comprehensive Analysis:

- + **Word Cloud**: Analyzes and displays the most frequently used words in the interaction.
- + **Conversation Summary**: Summarizes the key points of the conversation between the customer and the agent.
- + **Keyword Identification**: Highlights important keywords used during the call.
- + **Agent Corrective Actions**: Documents corrective steps taken by the agent during the interaction.
- + **Subscriber Issues(Customer concern)**: Identifies and records issues raised by the customer.
- + **Sentiment Analysis**: Determines the sentiment of the conversation (Positive, Negative, Neutral).
- + **Escalation Detection**: Detects any escalations that occurred during the call.
- + **Follow-Up Actions**: Records any follow-up actions discussed, including the date and time for the follow-up.
  - ✦ Follow-up actions can be created as tasks/tickets via API integration to legacy systems.



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# Voice - Analytics



U SCOR+



### Customer Interaction

00:00 [Audio Waveform] 10:25

02:20:20

⏪ ⏩

### Transcribe

- A

**Agent (vijay\_p)**

Good morning, sir. I am Gupta and I am calling from Vistara Tours and Travels. You have shown interest in our Sikkim tour package

🕒 Start Time-12:12:22 Duration-12:12
- C

**Customer (Abhishek Patkar)**

Yes, I would like to know more about this package.

🕒 Start Time-12:12:22 Duration-12:12
- A

**Agent (vijay\_p)**

Sir, we have 3 tour packages, and our most popular one is the Gangtok Tour. This is a 3 day, 2 night stay, with pick up and drop to the airport.

🕒 Start Time-12:12:22 Duration-12:12
- C

**Customer (Abhishek Patkar)**

Okay, this seems very interesting. And what would be the itinerary on day 3?

🕒 Start Time-12:12:22 Duration-12:12

← Case ID: CAS-4533431-D1T2R9 
View Evaluation
Edit Score
Metadata

### Evaluation Overview

**Interaction Details**

Interaction ID - 1707123795430720	Channel - 📞 07473061110	Interaction Type - Query	Customer Name - Chhavi Sundaram
Agent Name - Amit Patil	Call Date and Time - 5/5/ 2024 02:36:28 PM	Duration - 1:49:00	

**Evaluation Details**

Evaluator Name - UNFYD.AI	Start Time - 2/5/2024 11:05:01	End Time - 2/5/2024 11:15:01	Duration - 10 mins
---------------------------	--------------------------------	------------------------------	--------------------

SCOR
Guideline Compliance
Summary Analysis
Business Insights
Coaching

#### SCOR

Evaluation Scor	
Overall SCOR	80%
WT	100
Potential SCOR	100
Effective SCOR	80

#### Evaluation Breakdown

Criteria	Score
Opening within 5 Second	2/2
Standard Script used and enthusiastic and energetic with Brand Name	1/2
Interruption or Parallel talk or Overlapping or Active Listening and Repetition	3/3
Understanding customer concern	2/2

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# Guideline Compliance



### Customer Interaction

00:00 [ 02:20:20 ] 10:25

⏪ ⏩

### Transcribe

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**Agent (vijay\_p)**  
Sir, we have 3 tour packages, and our most popular one is the Gangtok Tour. This is a 3 day, 2 night stay, with pick up and drop to the airport.  
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🔍 View Evaluation
✎ Edit Score
📄 Metadata

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Guideline Compliance
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#### Compliance Rate

Category	Compliant	Non-Compliant
Non-Fatal Category	88%	12%
Fatal Category	92%	8%

#### Guideline Compliance

Opening Script Compliance	100%
Politeness and Professionalism	90%
Active Listening	80%
Clarity and Pronunciation	85%
Closing Script Compliance	95%

#### Sentiment Analysis

Sentiment	Percentage
Positive	70%
Neutral	20%
Negative	10%

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# Summary Analysis



**U** SCOR+
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00:00 [ 02:20:20 ] 10:25

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**Transcribe** ↓

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SCOR    Guideline Compliance    **Summary Analysis**    Business Insights    Coaching

**Keyword Cloud**

**Overall Intent**

The conversation aims to inform the customer about Paytm Postpaid, addressing queries regarding eligibility, application process, and associated fees.

Category : Query  
Case Type : Paytm  
Case Sub Type : Loan Application Status  
Sentiment Analysis : Positive

**Overall Summary**

Agent Amit provides clear information about Paytm Postpaid, addressing the customer's questions and ensuring they understand the service. The interaction concludes positively, with the customer expressing gratitude.

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# Business Insights



### Customer Interaction

00:00 [ 02:20:20 ] 10:25

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View Evaluation
Edit Score
Metadata

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SCOR
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**Highlighted Sections**

**Key Phrases**

- Paytm Postpaid
- Digital lending service
- Eligibility criteria
- Credit limit
- Transaction history

**Interruptions**

- No interruptions noted in the conversation.

**Positive Insights**

- Customer shows interest in Paytm Postpaid.
- Customer appreciates the information provided by the agent.
- Agent offers assistance and answer customer queries promptly.

**Improvement Area Insights**

- Mild concern expressed about delay in sharing details

**Annotations**

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# Coaching



**U SCOR+**
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**Customer Interaction** ↓

00:00 10:25

02:20:20

⏪ ⏩

**Transcribe** ↓

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← Case ID: CAS-4533431-D1T2R9
 
View Evaluation
Edit Score
Metadata

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SCOR
Guideline Compliance
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**Feedback and Action Items**

**Strengths**

- Politeness and Professionalism - Consistently polite and professional throughout the call.
- Empathy - Demonstrated empathy effectively with statements like "I understand how difficult it must be for you."

**Areas for Improvement**

- Active Listening - Needs to improve on not making the customer repeat information.
- Rate of Speech - Should align more closely with the customer's pace.

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# Evaluation Summary



**U SCOR+**
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**Customer Interaction**

00:00
02:20:20

**Transcribe**

**Agent (vijay\_p)**  
Good morning, sir. I am Gupta a from Vistara Tours and Travels. interest in our Sikkim tour packa  
☺ Start Time-12:12:22 Durat

**Customer (Abhishek Patkar)**  
Yes, I would like to know more a  
☺ Start Time-12:12:22 Durat

**Agent (vijay\_p)**  
Sir, we have 3 tour packages, a popular one is the Gangtok Tour night stay, with pick up and drop  
☺ Start Time-12:12:22 Durat

**Customer (Abhishek Patkar)**  
Okay, this seems very interestin be the itinerary on day 3?  
☺ Start Time-12:12:22 Duration-12:12

**Evaluation Details** ✕

Evaluation Total Score	WT	AI	SO	PS	ES
<b>Opening within 5 Second</b>	10	10	00	00	00
Interruption/Parallel talk/Overlapping/ Active Listening & Repetition <span style="color: green;">★★★★</span>	04	00	00	00	00
<span style="color: green;">Did Well</span> : Lorem Ipsum is simply dummy text of the printing <span style="color: red;">Do Differently</span> : Lorem Ipsum is simply dummy text of the printing					
<b>Standard Script used and enthusiastic and energetic with Brand Name</b>	10	00	00	00	00
Standard Script used and enthusiastic and energetic with Brand Name <span style="color: orange;">★★★★★</span>	04	00	00	00	00
<span style="color: green;">Did Well</span> : Lorem Ipsum is simply dummy text of the printing <span style="color: red;">Do Differently</span> : Lorem Ipsum is simply dummy text of the printing					
<b>Interruption or Parallel talk or Overlapping or Active Listening and Repetition</b>	10	00	00	00	00
Standard Script used and enthusiastic and energetic with Brand Name <span style="color: orange;">★★★★★</span>	04	00	00	00	00
<span style="color: green;">Did Well</span> : Lorem Ipsum is simply dummy text of the printing <span style="color: red;">Do Differently</span> : Lorem Ipsum is simply dummy text of the printing					
<b>Understanding customer concern</b>	10	00	00	00	00
Understanding customer concern <span style="color: orange;">★★★★★</span>	04	00	00	00	00

Name - Chhavi Sundaram

10 mins

Score

2/2

1/2

3/3

2/2

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# SCOR+ Eval UI



**U** SCOR+
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**Customer Interaction** ↓

00:00 | 10:25

02:20:20

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**Transcribe** ↓

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**Customer (Abhishek Patkar)**  
Yes, I would like to know more about this package.  
🕒 Start Time-12:12:22 Duration-12:12

← ABFL-Voice-Scoring
Update Score
×

**Total Score** ⓘ

WT%	AI	SO	PS	ES
60%	20	30	60	40

Fatal Scoring : 40/100

All (3)
 Fatal (1)
 Non-Fatal (2)

**Interruption/Parallel talk/Overlapping/ Active Listening & Repetition**    20%    00    00    00    00

Criteria : Interruption/Parallel talk/Overlapping/ Active Listening & Repetition

Show Guidelines     Show Exception

---

Fatal Impact     NA    Rating Type Yes ★☆☆☆☆    Confidence Scor : 50%    4%    4%    00    00    00

**Did Well**  
Lorem Ipsum is simply dummy text of the printing and typesetting industry.

**Do Differently**  
Lorem Ipsum is simply dummy text of the printing and typesetting industry.

Criteria : Opening within 5 Second

Show Guidelines     Show Exception

---

Fatal Impact     NA    Rating Type Yes ★☆☆☆☆    Confidence Scor : 50%    4%    4%    00    00    00

This Criteria

**Did Well**  
Lorem Ipsum is simply dummy text of the printing and

**Do Differently**  
Lorem Ipsum is simply dummy text of the printing and

**Metadata** ★

Employee Code : 997981

Ubona ID : BGVEN28403

Employee Name : Rahul Jadhav

TL Name : Snehal Thombre

Campaign : Paytm - Postpaid

Call Date : 2/5/2024 2:36:38 PM

Audit Date : 02/09/2024

Call Duration : 1:49

Mobile Number : 8814966494

Request ID : 1707123795430722

Case ID : CAS-4533431-D1T2R9

QRC : Query

Call Type : Account Related

Call Sub Type : Account Details / Emi Amount / Date / No. Of Installments / Roi / Balance O/S / Balance Tenure

LOB : Digital Lending

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# SCOR+ Config Manager



## Config Manager

 Data Upload and Storage Configuration ▼

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 SCOR and SCOR+ Configurations ▼

Get Interactions

Sampling

Field	Condition	Value	
<input type="text" value="Select"/>	<input type="text" value="Select"/>	<input type="text" value="Select"/>	And Or +

Randomization


Score Threshold

Minimum Passing Score

Transcribe  [API Configuration](#)

Evaluation Type  Manual  Auto

## Config Manager

 Data Upload and Storage Configuration ▲

DataFetch Config

Fetch Data through   [Configure](#)


Fetch Now  Schedule

Interaction Config

Storage Structure

Storage Setup

---

 SCOR and SCOR+ Configurations ▼

# Agent Notifications

- + **Post-Audit Notifications:** Agents receive notifications once the AI audit is completed.
- + **Configurable Notifications:** Businesses can configure notifications to trigger based on specific criteria, such as when an agent's overall score falls below a predefined threshold.
- + **Score Review:** Agents can check their scores along with detailed reasons for any low scores and the specific parameters affected.
- + **Integration with Engagement Solutions:** The scoring details can be integrated with any engagement platform, ensuring agents are informed about the evaluation of each interaction.

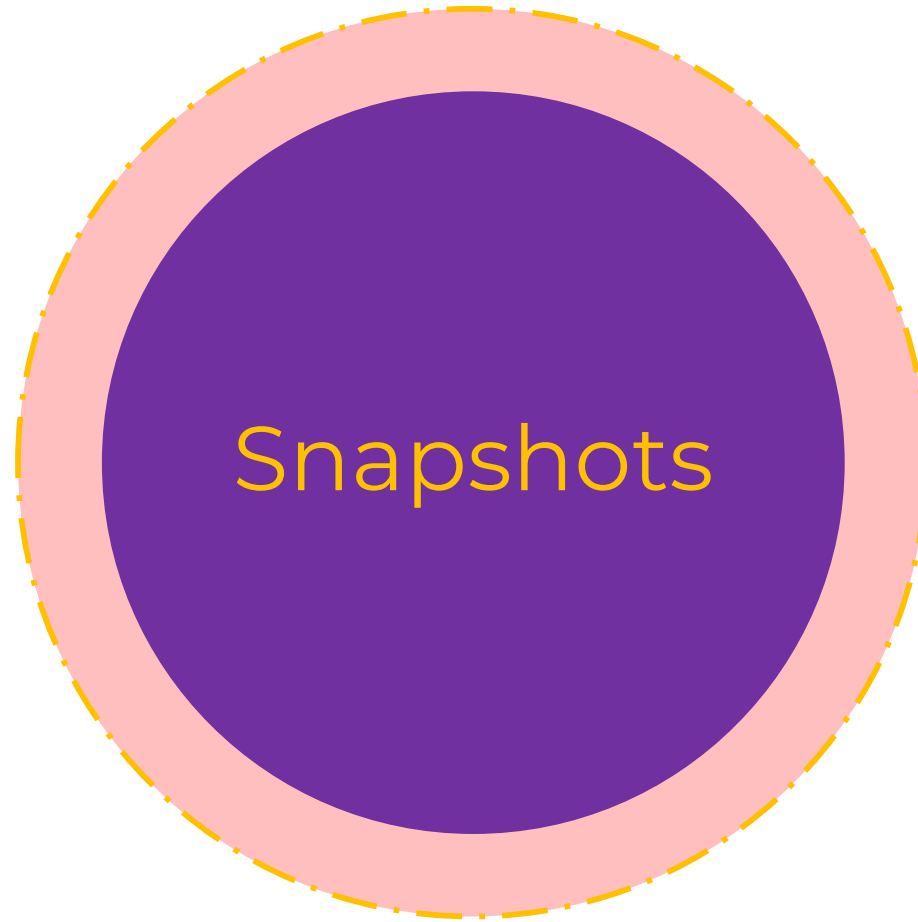


# Approach 1

- + PITCH will be deployed as a Notification delivery micro-service
- + Campaign will be configured in PITCH as per the requirement - Agent notifications, Supervisor notifications, Manager Notifications, etc.
- + Message template will be configured as per the channel selected / opted to notify - SMS, Email, WhatsApp, Web In-App, Mobile in App
- + SCOR+ will be configured to trigger the message based on the scoring parametrical thresholds - using the Campaign Micros-service
- + Configurations to be done per channel
  - ✘ Admin can configure and upload user master lists, including Agents, Supervisors (SUP), and Managers (MGR).
  - ✘ Within the SCOR+ admin panel, there's a configurable option to enable or disable notifications for Agents, Supervisors, and Managers.
  - ✘ Admin can select the desired communication channel.
  - ✘ Choose between a standard static template message or configure the notification micro-service API.
  - ✘ For API configuration, specify the REQUEST and RESPONSE parameters to ensure proper API calls
  - ✘ Notifications will be sent to the respective agents based on the defined configurations.
  - ✘ Detailed reports will be available, showing how many notifications were triggered, to whom, when, and how.

## Approach 2

- + SCOR+ will be seamlessly integrated with WORKS, allowing user master data (including Agents, Supervisors, and Managers) to be managed in the Admin panel.
- + As users handle interactions in WORKS, these interactions will be automatically scored using SCOR+.
- + Once scoring is completed, the respective agents will receive notifications about their scores.
- + Agents will get notifications directly within the WORKS.
- + The system can also trigger notifications to the agents through the configured or selected communication channels.
- + Channel-specific reports will be available, detailing the delivery status of notifications, including:
  - ✘ Number of notifications triggered
  - ✘ Recipients of the notifications
  - ✘ Timing and method of delivery
  - ✘ Delivery success or failure status



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# Agent Notification



**U WORKS**

Pratik Shivalkar  
Created On - 09/06/2022 03:22:21 Duration - 00:30:25

Bot message.

Sure, you can extend the warranty. Kindly help me with your name and smartphone model no. please.

Thanks, You can extend the warranty instantly by visiting a Samsung store nearby. Would you like me to help you locate a nearby store?

Samsung A 32.

**Scorecarding Report**

Total 1250 Interaction 80%

Abhishek Shivalkar	+91 9778483384	25%
evaluated by Vijay Patil evaluated on 03/07/2023		
Abhishek Shivalkar	+91 9778483384	15%
evaluated by Vijay Patil evaluated on 03/07/2023		
Abhishek Shivalkar	+91 9778483384	25%
evaluated by Vijay Patil evaluated on 03/07/2023		
Abhishek Shivalkar	abhishekm@gmail.com	Revaluation
evaluated by Vijay Patil evaluated on 03/07/2023		
Abhishek Shivalkar	+91 9778483384	05%
evaluated by Vijay Patil evaluated on 03/07/2023		
Abhishek Shivalkar	+91 9778483384	25%

©UNFYD\* Login Time : 3 :39 : 00 PM Login Duration : 00 : 45 : 25 Not Ready Duration - 00 : 45 : 25

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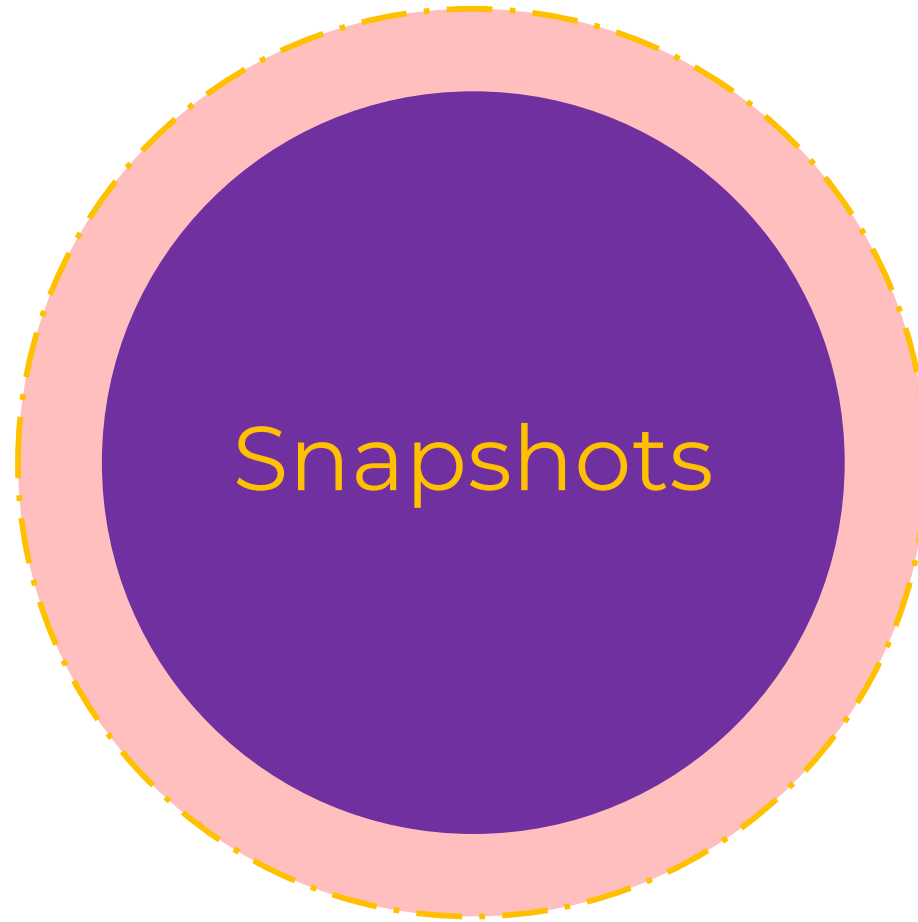
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# Re-evaluation Request



- + **Query and Re-Evaluation:** If agents have any queries regarding their scores, they can request a re-evaluation.
- + **Re-Evaluation Process:** The interaction is sent back for re-evaluation.
- + **Configurable Re-Evaluation Mapping:** Businesses can configure the system to send re-evaluation requests to specific teams or managers by mapping their email IDs.
- + **Improvement and Training Plans:** Based on the re-evaluation, the team can identify areas for improvement and plan appropriate training sessions for agents or BOT training.
- + **Notification of Re-Evaluation Results:** Once the re-evaluation is completed, the agent is notified again within the system.
- + **Real-Time Improvement:** This process helps agents stay updated about their interaction scores and facilitates real-time improvements



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# Review Evaluation



## Review Evaluation ✕

### Interaction Details

Interaction ID - 85  
Agent Name -  
Customer Name -

Channel -   
Evaluator Name - shivamC  
Customer Email ID -

Duration - 00:00:14  
Evaluation Date - 30/05/24 7:26:53 AM

Evaluation Total Score	WT	AI	SO	PS	ES
	93	0	0	93	0
Opening within five Second	2	0	0	2	0
Opening within 5 Second	2	0	0	2	0
<i>Did Well :</i>		<i>Do Differently :</i>			
Wrong Information	5	0	0	5	0
Wrong Information	5	0	0	5	0
<i>Did Well :</i>		<i>Do Differently :</i>			
Completeness of the information provided	5	0	0	5	0
Incomplete information	5	0	0	5	0
<i>Did Well :</i>		<i>Do Differently :</i>			
Standard Call closing Script used	5	0	0	5	0

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# Apply for Re-evaluation of Scores

The agent adhered to the greeting script.	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing Do Differently: Lorem Ipsum is simply dummy text of the printing</i>				
If the call was transferred, the agent adapted their greeting accordingly.	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing</i>				
The agent identified themselves to the customer	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing</i>				
<b>Account Verification</b>	<b>10</b>	<b>00</b>	<b>00</b>	<b>00</b>
The agent accurately accessed the customer's account with the information provided.	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing Do Differently: Lorem Ipsum is simply dummy text of the printing</i>				
If the call was transferred, the agent sufficiently adapted their account verification questions accordingly.	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing</i>				
<b>Contact information confirmation</b>	<b>10</b>	<b>00</b>	<b>00</b>	<b>00</b>
The agent asked for the caller to spell their name.	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing</i>				
The agent asked for the caller's company name.	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing</i>				
The agent asked for the caller's telephone number.	04	00	00	00
<i>Did Well: Lorem Ipsum is simply dummy text of the printing Do Differently: Lorem Ipsum is simply dummy text of the printing</i>				



# Reports & Dashboard

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## + Average Sentiment:

- ✘ **Overview:** Provides an overall sentiment analysis of interactions, showing whether they are Positive, Neutral, or Negative.
- ✘ **Customizable Time Frames:** Users can select the desired time frame (day, week, month, year) to view sentiment trends over specific periods.
- ✘ **Insights:** Helps businesses understand the emotional tone of customer-agent interactions and identify areas needing improvement.

## + Average Interaction Duration:

- ✘ **Overview:** Displays the average duration of all interactions.
- ✘ **Insights:** Helps businesses identify if interactions are taking too long, indicating potential issues in process efficiency or agent performance

## + Average Response Time:

- ✘ **Overview:** Shows the average time taken by agents to respond to customers across all channels.
- ✘ **Insights:** Enables businesses to monitor responsiveness and improve service levels by reducing response times.

## + Longest Interaction Waiting Time:

- ✘ **Overview:** Provides data on the average hold or waiting duration during interactions.
- ✘ **Insights:** Highlights potential bottlenecks in service delivery and areas where customer experience can be improved by reducing wait times.

# Continue..

---

## + Sentiment Over Time:

- ✘ **Overview:** Tracks changes in sentiment over a selected time period, providing a trend analysis of customer-agent interactions.
- ✘ **Insights:** Helps identify patterns and shifts in customer sentiment, enabling proactive measures to address negative trends.

## + Interactions:

- ✘ **Overview:** Displays the total count of interactions and escalations.
- ✘ **Insights:** Provides a clear view of interaction volumes and escalation frequencies, helping to assess workload and identify areas needing attention.

## + Keyword Cloud:

- ✘ **Overview:** Visualizes the most frequently used keywords in interactions.
- ✘ **Insights:** Helps businesses identify common topics, issues, or areas of concern that are frequently discussed by customers.

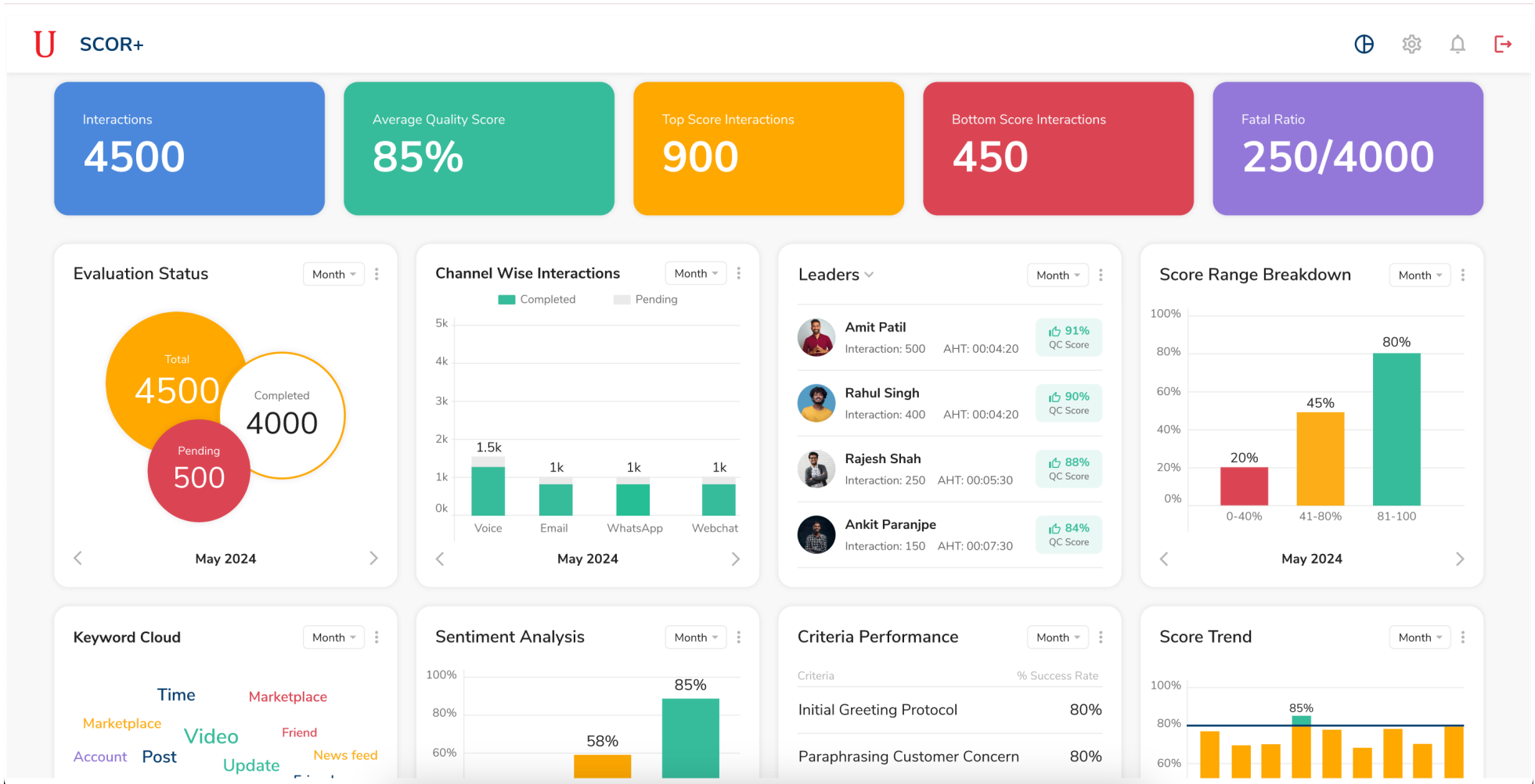
## + Customizable Reports:

- ✘ **Overview:** Allows businesses to create custom reports tailored to their specific needs.
- ✘ **Insights:** Provides flexibility to focus on the most relevant metrics and insights for the business.

## + Export Functionality:

- ✘ SCOR+ provides export functionality, enabling users to export reports in various formats such as PDF, Excel, or CSV for further analysis or sharing with stakeholders.

# Summary Dashboard - 1



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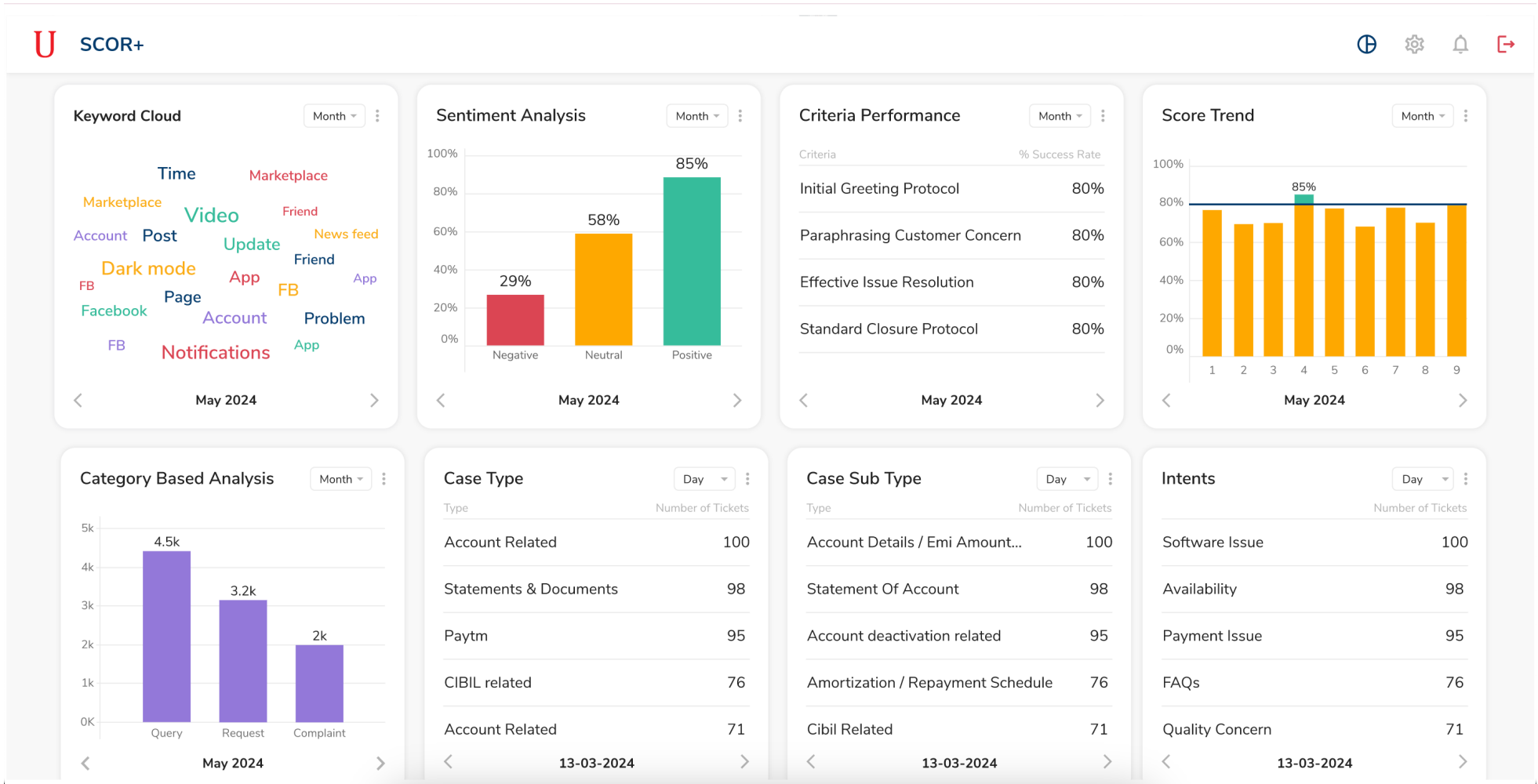
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# Summary Dashboard - 2



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# Reports



- Logs  
It display logs.
- Not Ready Breakup  
This report covers the Not Ready reason code Breakups of all the agents
- Offline Interactions  
OfflineMessageReport description
- SCOR Sentiment Analysis  
It includes user Name and breakdown of Total, Positive, Neutral, and Negative Interactions.
- SCOR Coaching Analysis  
It provides an overview of interactions enrolled for coaching.
- SCOR Detailed Report**  
It summarizes key interaction details, including ID, customer, channel, times, duration, evaluator, ...
- SCOR Evaluator Performance  
It displays Evaluator Name, Total Interactions, and distribution between Completed and Pending...
- SCOR User Performance Analysis  
It summarizes user performance by channel, including total interactions and average scores.
- Summary Report - Hourly Interval  
Summary Report with Hourly Interval

## SCOR Detailed Report

19 Records

Search  14-06-2024  10

valuation Start Time	Evaluation End Time	Evaluation Duration	Weightage	AI	SO	PS	ES	Fatal	Fatal Criteria Score	Fatal Crit
4 Jun 2024 19:17:09	14 Jun 2024 19:17:09	00:00:00	100	32	29	63	29	false	-	-
4 Jun 2024 15:06:09	14 Jun 2024 15:06:21	00:00:12	100	-	2	100	2	false	-	-
4 Jun 2024 18:06:10	14 Jun 2024 18:06:44	00:00:34	100	27	-	61	-	True	-	-
4 Jun 2024 15:15:47	14 Jun 2024 15:16:39	00:00:52	100	34	34	61	-	True	-	-
4 Jun 2024 17:39:57	14 Jun 2024 17:40:33	00:00:36	100	34	-	61	-	True	-	-
4 Jun 2024 15:34:30	14 Jun 2024 15:35:04	00:00:34	100	41	41	61	-	True	-	-
5 Jun 2024 15:08:37	15 Jun 2024 15:08:47	00:00:10	100	42	42	59	-	True	-	-
4 Jun 2024 19:46:06	14 Jun 2024 19:46:06	00:00:00	100	44	37	61	37	false	-	-
4 Jun 2024 15:09:00	14 Jun 2024 15:09:46	00:00:46	100	32	32	61	-	True	-	-
4 Jun 2024 16:13:33	14 Jun 2024 16:14:23	00:00:50	100	32	-	61	-	True	-	-

# Benefits

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- + Businesses can configure templates, categories, parameters, and weightage for different KPIs, allowing for a tailored approach to performance management.
- + Integrate seamlessly with any engagement platform, providing a unified view of interactions and performance within the agent's communication workspace.
- + Configure templates, categories, parameters, and weightage to align with business goals, providing a flexible and tailored approach to performance management.
- + Receive detailed automated scoring and feedback on agent performance, highlighting strengths and areas for improvement.
- + Specific reasons for low scores enable targeted training and performance enhancements.
- + Agents can request re-evaluation of their scores if they have queries, ensuring fair assessments and opportunities for continuous improvement.
- + Real-time notifications keep agents informed about their performance and scores, enabling timely adjustments and continuous improvement.
- + Tailor notifications and reports to meet specific business needs, such as triggering notifications only when scores fall below a threshold. This ensures relevant and actionable insights.



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Thank  
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