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VONAGE CONTACT CENTER FOR SALESFORCE

Conversation Analyzer: Turn the Human Voice into Your Greatest Source of Insight

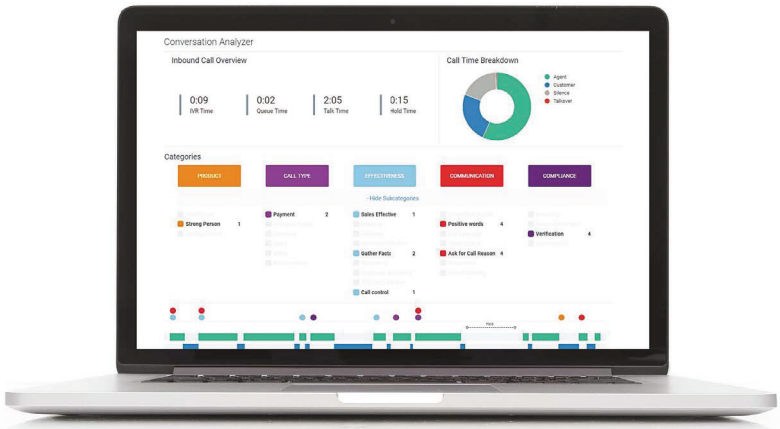
Speech Analytics Built to Work with Your Salesforce Platform

Conversation Analyzer is Vonage Contact Center for Salesforce's speech analytics solution—a powerful tool that gives you instant access to the insights locked away in every conversation.

Take the guess-work out of call monitoring and establish a foundation for success within your organization.

Key Capabilities

- Speech-to-text transcription of every interaction
- Instant visualization of customer journey and agent performance
- Call analysis by tailorable business-relevant categories
- Tight integration with the Salesforce platform provides powerful new data sources
- Built-in Salesforce Einstein dashboards enabling deep analysis across your CRM, contact center conversation data sources



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Dramatically Impact Your Business:

- Improve customer experience
- Drive operational efficiencies
- Obtain instant business accessibility
- Benefit from rapid ROI

Turn the Human Voice into Your Greatest Source of Insight.

FInd out more: **vonage.com/contact-centers/speech-analytics/**

Key Areas of Focus

Compliance
Every organization needs to adhere to compliance policies. Whether you work in a regulated environment or simply require agents to follow a script for a consistent customer experience, Conversation Analyzer will enable you to easily identify when agents aren't being compliant and take steps towards remedying the situation.

With configurable redaction, you don't even need to worry about sensitive information being captured.

Quality Management
Identifying calls for Quality Management teams is part science and part guesswork. To effectively coach your teams, you need to listen to both the highs and the lows, but finding those calls can be time-consuming. With Conversation Analyzer, you can leverage the automatic categorization of calls. Immediately give your Quality Management team a shortcut to finding those highs and lows. The call visualization tool also allows you to focus your attention on specific parts of the conversation, allowing you to jump straight to the parts that matter, instantly saving you time.

Agent Performance
Every organization has top performers. Whether you work with Sales or Service teams, with Conversation Analyzer you can begin to understand how your top performers hit their goals, then replicate that behavior by rolling-out best practices and immediately making the entire team more productive.

Business Insights
With Conversation Analyzer, all your conversation data is available to you in Salesforce. You'll have the context from your interactions automatically stored with your customer data to obtain a more complete view of the overall customer experience and satisfaction. With built-in Einstein dashboards, actionable insights are right at your fingertips. Instantly correlate your CRM data with conversation and contact center data and drive your sales and service results to new heights.

Contact Us

Vonage Contact Center for Salesforce powers customer engagement that transforms businesses globally. The award-winning cloud customer contact platform revolutionizes the way organizations connect with their customers worldwide, enabling them to sell more, serve better and grow faster.

Learn more at vonage.com

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