

Contact us for a Quote and/or a FREE No-Obligation Demo

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developed by **KG Hawes**



Your Complete Call Recording, Auditing & Analytics Solution

Take Call Recording, Auditing & Speech Analytics to the Next Level!



CALL RECORDING & AUDITING

Using the most advanced technology in call recording, VoizTrail saves companies time and money by providing tools that deliver the information they need, when they need it, in ways they didn't know were possible.

- VoizTrail's technology allows you to easily record 100% of calls, while redacting all sensitive, identifying information in the call, such as social security numbers, account numbers, and birth dates. Calls can be stored without compromising data security, while maintaining compliance with PCI-DSS regulations.
- VoizTrail's intuitive user interface provides an integrated media player that allows supervisors to listen to calls instantly. Calls can be saved in multiple formats for playback (WAV, MP3, etc.).
- VoizTrail's advanced search functions allow for fast and simple search of calls by date, call duration, caller ID, dialed number, call direction, agent ID or extension.
- VoizTrail's user-friendly dashboard puts all necessary information in one place. You can listen to a specific call recording by drilling down to details within the dashboard screen.
- VoizTrail records all incoming calls, and splits the audio from customer and agent into two separate channels. No more wondering who said what.

With VoizTrail, you get..

1. An Integrated Media Player – that allows supervisors to listen to calls instantly without downloading.
2. Fast and Simple Search - of calls by date, call duration, caller ID, phone number, agent or extension.
3. Separation of Audio – Customer and agent voices are split into two separate channels.
4. Simplified Call Auditing – Supervisors can listen and provide feedback on the same screen.





SPEECH ANALYTICS

Your business' success depends on your understanding and engagement of your customer base. VoizTrail's Speech Analytics allows you to access a gold mine of customer insights.

Companies who use VoizTrail's Speech Analytics solution report:

- ▶ Reduced call center compliance risks
- ▶ Improved agent performance
- ▶ Increased recovery rates/sales
- ▶ Positive customer experience
- ▶ Decreased incidents of litigation
- ▶ Ability to identify new patterns & trends

How does VoizTrail's Speech Analytics work?

1. Call is recorded.
2. Call is sent to VoizTrail engine and split into two channels. One for customer's voice. One for Agent's voice.
3. Call is transcribed and analyzed.
4. Call is automatically assigned a score according to level of risk or success.

Listen. Listen to your customers with VoizTrail's all-in-one, specialized, customizable call auditing, recording and speech analytics software. Every call is recorded, tracked, and analyzed for content, emotion, and keywords customizable for individual needs.

Analyze. Each call is an Emotional intelligence gold mine. Customized, easily downloaded reports provide detail into customers' needs as well as areas of concern and success. VoizTrail's Speech Analytics' tools examine both audio channels for emotional indicators and acoustics (pitch, tone, volume) as well as keywords. A customizable library of keywords and phrases pertaining to the specific operations provides valuable insights.

Improve. Information is power. Using VoizTrail's Speech Analytics' data, scripts can be adjusted, and agents can be better trained. Advanced technology also allows real-time alerts to identify when customers are distressed or agents are struggling -- when intervention might be helpful. Rewards can incentivize agents to adhere to new standards, improving both ROI and the customer experience.





CALL AUDITING “AS A SERVICE”

What is Call Auditing as a Service?

Call Auditing “As a Service” is based on Voiztrail’s complete call recording solution. Using our proprietary system, calls are recorded and then sent over to our expert call auditors, who evaluate each interaction based on guidelines you provide. Calls are “Redacted” for sensitive information – Credit card information, SSN, Date of Birth, Phone number, etc.

SaaS - You’re probably already familiar with the concept of Software as a Service (SaaS). It’s a process that allows your business to employ a single software product across your entire organization. Like SaaS products, Voiztrail’s Call Auditing as a Service grows with you and incorporates changes seamlessly. You get its flexibility and power while retaining control of your day-to-day operations. By outsourcing routine call auditing to our team, you free up time and resources to focus on running your business.

Call Auditing as a Service can help you:

- Improve agent performance
- Audit calls in a more secure way by redacting sensitive information
- Better meet compliance requirements
- Complete the call auditing process faster
- Generate insightful reports and analytics
- Ensure that all call agents are representing your company accurately
- Measure agent performance against a unified standard
- Enforce companywide best policies for your call center
- Improve the overall quality and efficacy of the auditing process

Here's how it's done:

1. Using our unique Voiztrail call recording system, you automatically record batches of interactions.
2. The batches you select are sent to our expert call auditors.
3. Our experienced call auditors rate each transaction according to your customized guidelines.
4. Within 24 hours, we provide records and reports for you to download and use.

Because you tell us what parameters are important to you, you stay in control of the auditing process. It's like having a team of call auditors on standby, without having to find extra office space - and room in the payroll.

Request a FREE - No Obligation Demo

