



Turn words into powerful business insights

Contact centres have access to massive numbers of customer conversations.

Speech analytics unlocks the latent value; the insights that these conversations hold to drive optimised operational performance and agent behaviours. The cost-effective cloud-based solution enables Pivotal Data to quickly and easily deploy these capabilities into your contact centre.

Callbi is the first fully featured speech analytics solution designed specifically for South African languages, accents and dialects. The solution provides insights into your contact centre operation that will help to solve your business challenges and improve customer engagement and CX to elevate customer satisfaction.



Customer and agent experience

Improved, enhanced CSAT, NPS, effort score etc.



Revenue generation

Including all aspects of sales, loyalty, customer retention, lifetime value etc.



Compliance

Monitor 100% of calls for QA and compliance.



Direct cost savings

Essentially driven by operational efficiencies.

Benefits of speech analytics

Cost savings and increased revenues

Develop and implement refined, revenue-orientated customer engagement strategies by gaining access to powerful insights from your organisation's call data.

Improved first call resolution

Providing fast satisfactory solutions to customers' problems or queries within their first call, is a key contact centre performance requirement to maintain loyalty, spend and a positive service level.

Quality monitoring and optimisation

Automatically extract low scoring calls, allowing QA and compliance teams to focus on high-risk or poor-quality calls. The coverage of QA is significantly increased, compared to random selection.

Improved average handle time

Accurately plan for the capacity to meet or surpass customer service expectations, maintain the operation's prescribed service level and to drive improved productivity.

Assessing agent behaviour and improving performance

Quickly and easily identify, assess and categorise calls with unacceptable agent behaviours; and intervene with appropriate coaching, training and other interventions.

Fast ROI

How speech analytics is deployed to deliver cost-savings and revenue generation, will vary with each organisation, naturally. Typically, speech analytics deliver a surprisingly fast return on investment.

Improved customer experience

Monitor and assess keywords, phrases and even the acoustic quality of conversations, empowering you to optimise your scripts and agents approach to deliver a significantly improved CX.

Streamlining business processes

Business processes should be clearly defined, exceptionally well documented, regularly reviewed and re-engineered to maintain the organisation's overall value proposition.

Improvements in operational KPIs

'Get the full picture' and enhance your contact centre's business intelligence by skilfully using speech analytics to mine vast amounts of meta data. Callbi drives performance by tracking key KPIs.

Improving contact centre culture

Remould contact centre culture to craft a far more efficient and effective process and practice, preventing high staff turnover and poor customer satisfaction metrics.

Increasing and improving market and business intelligence

Respond to changing market conditions by quickly and cost effectively gaining access to quantifiable data that'll assist you in remaining competitive.

Compliance and risk issues

Cost-effectively provide managers with appropriate insights on all calls to ensure that agents perform according to the requirements relating to compliance statements.

Key benefits of Callbi speech analytics



Easy to use

The biggest problem with most speech analytics solutions is that you get stuck with a difficult to use product that cripples you with technical challenges instead of improving your operations. Callbi removes this barrier, and allows you to focus on gaining insights and driving change in your organisation from what you've learned. Callbi's success advisor guides you through the speech analytic implementation process, without requiring significant training. Additionally, our software comes preloaded with a number of generic queries, eliminating the setup of your insight KPIs (queries) from scratch, and provides you with generic business KPIs (goals) to make sure you measure and realise value using speech analytics in your organisation.



25 languages and dialects

Developed over more than 15 years, our software caters of a spread of 25 global languages and includes key dialect packages.



Monitoring and analysis

- Analyse, QA and score 100% of calls.
- Identify individual and group training or coaching needs.
- Drive improved performance with accurate insights.



Compliant and secure

- Cloud-based speech analytic solution for contact centres.
- AWS Ireland (SA on request).
- POPIA, GDPR and ISO compliant



Integration

Rest API's for integration with other applications such as PowerBI, Excel and web applications.



Payment convenience

There are no significant upfront costs, no long term commitments and low monthly costs in your local currency. These allow you to dive into speech analytics, without requiring any significant financial investment.



Fast results

Analytics available in less than an hour after upload.



#1 solution in SA

100% South African technology used in over 60 contact centres.

How Callbi speech analytics works



1. Upload sound files online

Schedule automatic uploads your call recordings into Callbi using a Chrome internet browser. No additional software or hardware is required.



2. Transcription

The recording is automatically transcribed into 25 languages and dialects.



3. Queries

The Query Builder is used to build queries from the call transcripts to listen for specific words or phrases present or not present in calls.



4. Analytics dashboards and data export

The transcripts can be searched, analysed and reviewed through your online dashboard to gain insight for the business and about the customer. All queries are made available on the dashboard for visualisation and can be exported to Excel, PowerBI and web applications for further analysis.



5. Success advisor

Get guided by a Pivotal Data success advisor that will ensure you can retrieve accurate, dependable insights, and track strategic business goals.

Use cases

Inbound service

Callbi analytics indicated significant inefficiencies in overall call handling processes and techniques resulting in inordinately high AHT.

After Callbi-based interventions were introduced, AHT was reduced by 17% and allowed the operation to reduce headcount by 42 agents with resulting **savings expected to be over R4 million per annum.**

Telesales

In the first week of using Callbi, management identified that 80% of sales calls were terminated by agents without following prescribed objection-handling scripts, call guides and training.

Appropriate disciplinary action, revised processes, scripts and training interventions were implemented together with additional Callbi-based monitoring. Within 60 days **sales revenues have increased by over 15%.**

Collections

Callbi identified significant post-call silent time indicating large-scale agent abuse. Culprits were quickly identified and appropriate disciplinary action was taken.

Savings to the operation estimated to be in the region of **R150,000 per annum.**

Contact us

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