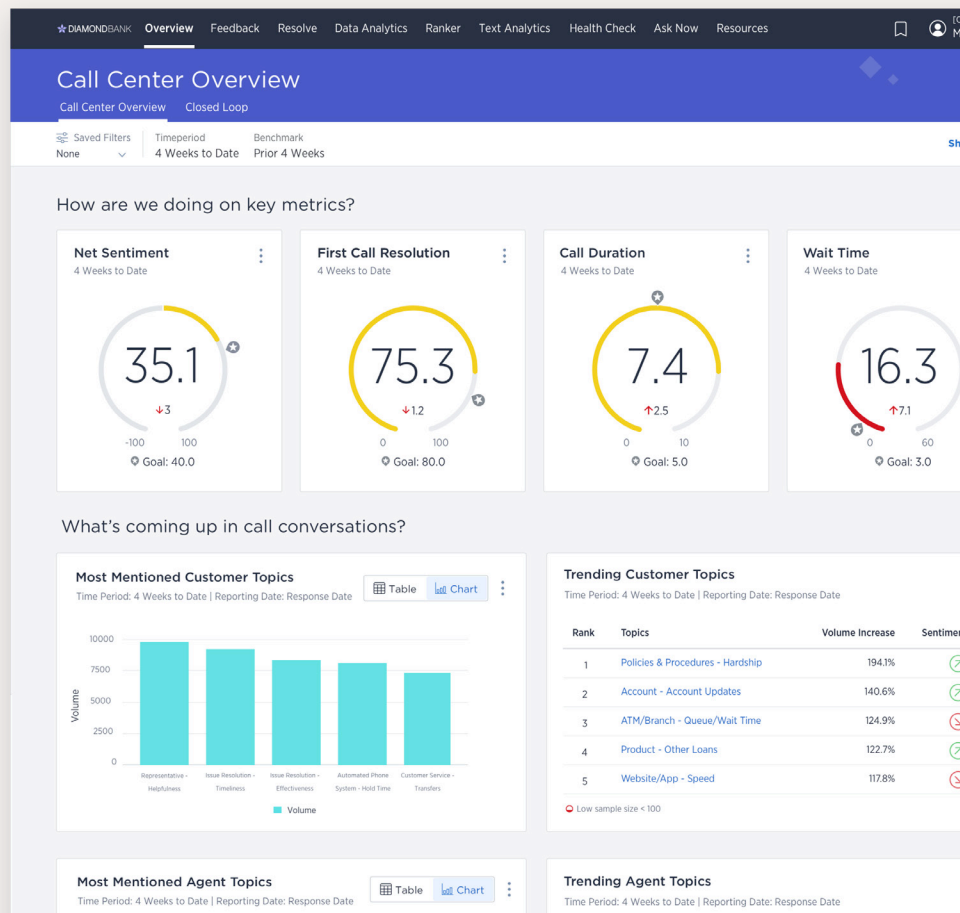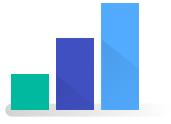# Medallia

Medallia Speech

Gain powerful insights from every call

Contact centers are a critical front line channel to assist and support customers, especially when immediate answers are needed. They are also difficult to operate, with inefficiencies, high turnover, and variability in agent effectiveness. Every conversation between agents and customers contains a gold mine of insights — about the quality of the experiences your agents deliver, and where you should focus attention on improving operational efficiencies — but uncovering the meaningful nuggets of information within thousands or millions of hours of calls is a massive challenge. Medallia Speech provides a scalable, accurate, and rapid solution to surface actionable insights from every call into your contact center channel.

Benefits of Medallia Speech

Optimize Operational Efficiency

Contact centers can be costly to run, so optimizing the performance of every interaction is critical. Medallia Speech provides detailed information on how well your contact centers are operating against key performance indicators (KPIs), such as first contact resolution and average handle time, down to the agent level. By understanding detailed context for each call, you can quickly identify improvements for handling issue response, enabling your contact centers to meet and exceed defined performance objectives.

Improve Agent Performance

Agents can have widely varying degrees of self-awareness, especially when interacting with unhappy customers. Medallia Speech includes a rich set of speech analytics that assess talk time, silence, overtalk, and acoustic emotion throughout conversations between agents and customers. These speech attributes, along with the ability to identify strengths and weaknesses via text analytics, allow managers to know which agents need additional support and training, and which agents can assist in coaching and mentoring.

Accelerate CX Improvements

The amount of information in call transcripts is rich with information on why customers called in and what agents did to address questions or issues, but it is difficult to find insights within all those calls. Medallia Speech uses AI-powered text analytics to understand call reasons and agent responses for both individual calls and across contact center interactions, and then uses organizational hierarchy details to route those insights to the teams who are able to take immediate action.

Generate Revenue

Contact centers are an essential part of your business for retaining and selling to customers. Medallia Speech pinpoints areas for training agents on handling calls related to churn, as well as highlighting habits of agents who are successful with renewals or selling additional products and services. And because voice interactions are integrated with other experience signals in Medallia, agents gain an understanding of which customers would be receptive to up-sell and cross-sell offers.
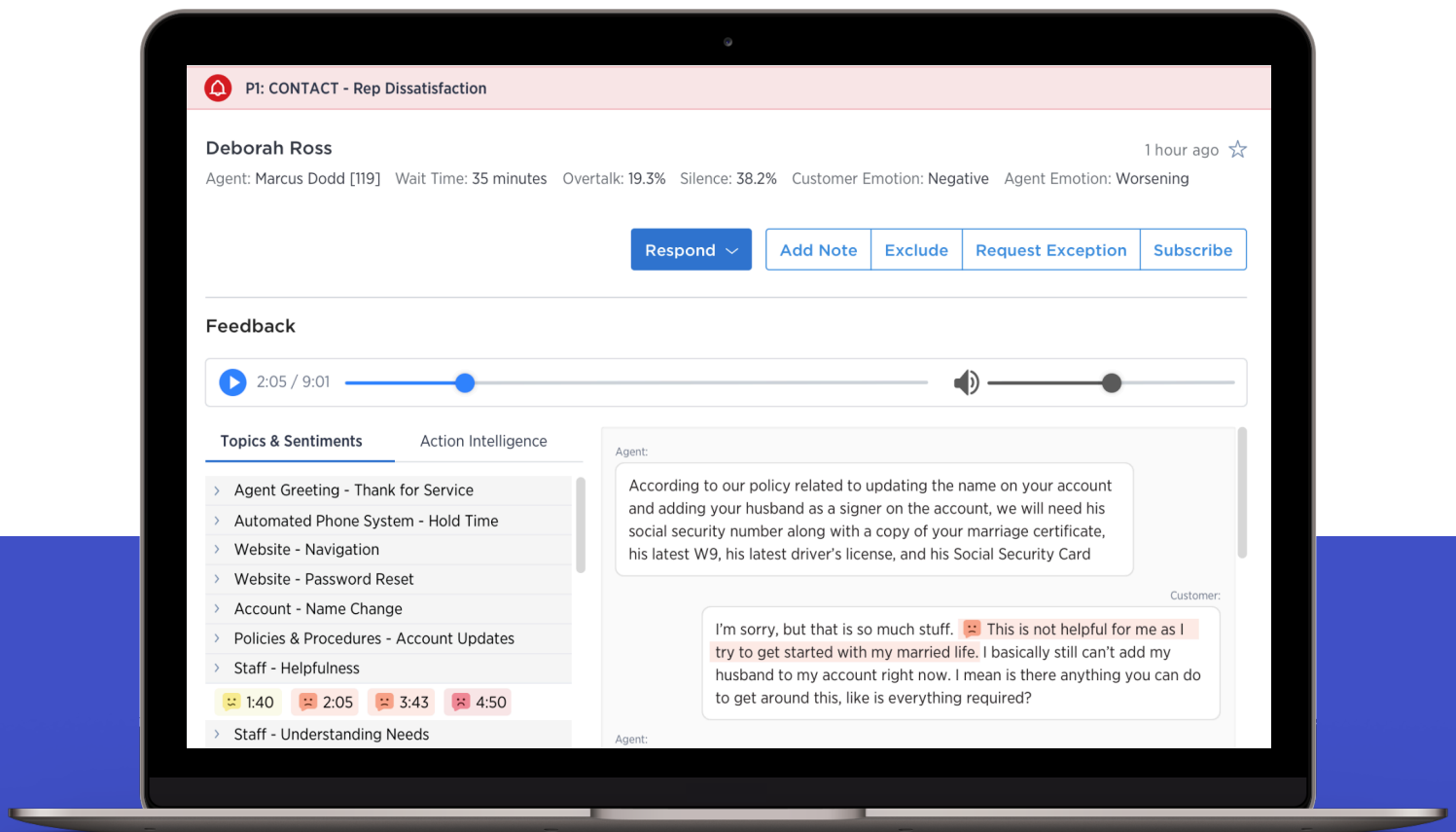
Medallia Speech Capabilities

High Accuracy Transcription. Leverage best-in-class transcription accuracy to assure the completeness of reporting and high quality results of text analytics.

Scalable Speech-to-Text Engine. Ensure processing for every voice interaction, with automatic scaling to handle rapid shifts in call volume, while maintaining predictable operating costs.

Two Levels of Analytics. Gain deep insights from every call through a combination of artificial intelligence-based analytic capabilities:

- spectral-level speech analytics to detect talk / silence time, overtalk, and vocal emotion;
- transcript-level text analytics to identify call reason, themes / topics, customer effort, sentiment and actionable suggestions.

P1: CONTACT - Rep Dissatisfaction

Deborah Ross 1 hour ago

Agent: Marcus Dodd [119]   Wait Time: **35 minutes**   Overtalk: **19.3%**   Silence: **38.2%**   Customer Emotion: **Negative**   Agent Emotion: **Worsening**

Respond ⌄ | Add Note | Exclude | Request Exception | Subscribe

Feedback

2:05 / 9:01

Topics & Sentiments Action Intelligence

- Agent Greeting - Thank for Service
- Automated Phone System - Hold Time
- Website - Navigation
- Website - Password Reset
- Account - Name Change
- Policies & Procedures - Account Updates
- Staff - Helpfulness
  - 1:40   2:05   3:43   4:50
- Staff - Understanding Needs

Agent:
According to our policy related to updating the name on your account and adding your husband as a signer on the account, we will need his social security number along with a copy of your marriage certificate, his latest W9, his latest driver's license, and his Social Security Card

Customer:
I'm sorry, but that is so much stuff. 😕 This is not helpful for me as I try to get started with my married life. I basically still can't add my husband to my account right now. I mean is there anything you can do to get around this, like is everything required?

Agent:

Medallia

Medallia.com

Omni-channel insights

Your contact center is just one aspect of how your customers interact with your business, and customers expect seamless experiences regardless of the channels they use. That's why it's essential to have a complete, cross-channel understanding of customer experiences. Medallia Speech is part of the Medallia Experience Cloud™, enabling voice insights to be combined with feedback and data analytics across all your channels for a complete, rich view of each customer's journey with your business.
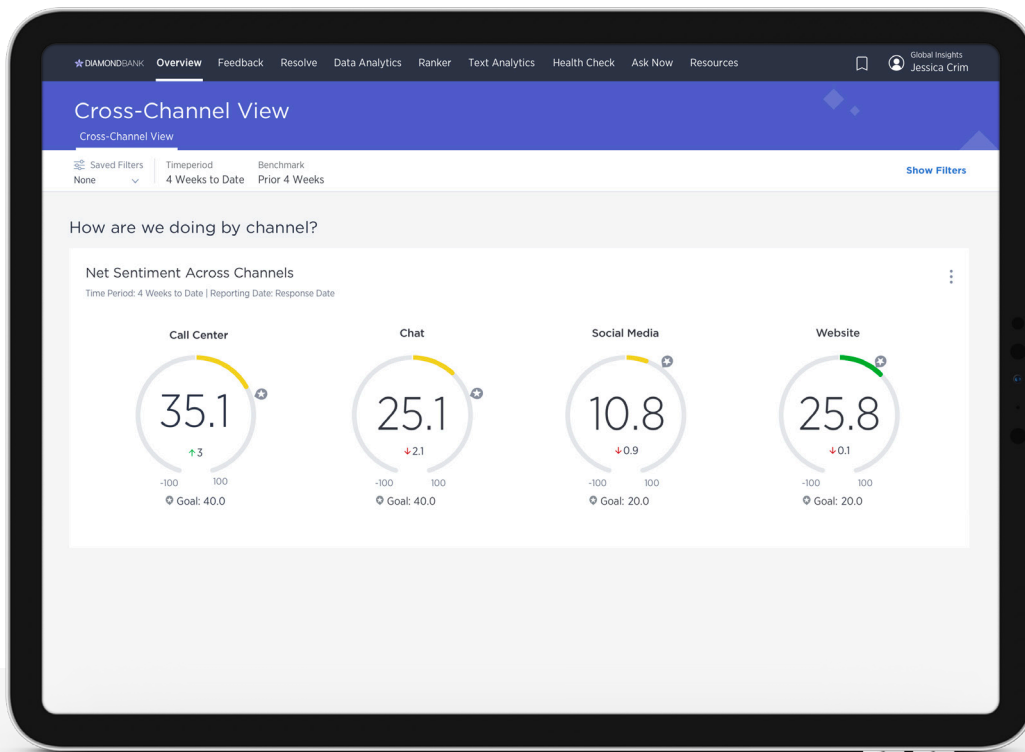
About Medallia

Medallia is the pioneer and market leader in Experience Management. Medallia's award-winning SaaS platform, the Medallia Experience Cloud, leads the market in the understanding and management of experience for customers, employees and citizens. Medallia captures experience signals created on daily journeys in person, digital and IoT interactions and applies proprietary AI technology to reveal personalized and predictive insights that can drive action with tremendous business results. Using Medallia Experience Cloud, customers can reduce churn, turn detractors into promoters and buyers, and create in-the-moment cross-sell and up-sell opportunities, providing clear and potent returns on investment. Medallia has offices worldwide, including Silicon Valley, Buenos Aires, London, New York, Tel Aviv and McLean, Virginia. Learn more at www.medallia.com.

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