



ASC's Innovative Solutions for Speech and Desktop Analytics

Highlights

- State-of-the-art recording and analytics for financial institutions, contact centers and public safety organizations
- Analytical tools for process optimization and increased customer satisfaction
- Fraud detection and identification of compliance violations
- Available via the Cloud or as an on-premise solution

Every day, companies are faced with a large volume of communications data coming in via various channels: voice, email, chat and video. Whether it's products, services or marketing campaigns, the customer provides decisive information about many areas of business. By analyzing these communications, trends can be revealed and appropriate action taken. By evaluating audio simultaneously with employees' screen activities, the quality of customer interactions may be determined and improved. An automated pre-selection of potential cases of fraud helps financial institutions save time by requiring them to focus on a greatly reduced number of conversations.

ASC provides solutions to record, analyze and evaluate customer interactions including landline, mobile voice, chat, video and screen. The content of communications becomes accessible, and critical information and trends are revealed, providing real-time business intelligence for immediate management action.

ASC's entire portfolio is available as an on-premise solution or via the Cloud.

ASC's Speech and Desktop Analytics

Omni-Channel Recording

ASC's *neo* recording suite captures, saves and archives multiple communications channels including voice, email, video, and chat for financial institutions, contact centers and public safety organizations. Since 1964, ASC provided innovative recording systems to meet the most stringent demands.

Speech Analytics

The volume of data amassed by companies is overwhelming: Each contact brings to light priceless information about products, business processes, market trends and customer requirements. Speech analytics helps to sort through this data, structure it and gain valuable knowledge.

We offer various types of speech analytics to extract the information you need.

Keyword Spotting

Keyword spotting is based on pre-defined lists of words and phrases. When conversations contain one or several of these keywords, they are filtered out and can be sorted into categories and displayed in user-friendly reports.

Transcription

Transcription translates the entire conversation into written text so it can be subsequently searched for any words, topics or phrases. Transcription lets the user search for new words or phrases based on developments unknown at the time of the recording.

Fraud Detection

Identifying potential cases of fraud and compliance violations and taking the appropriate counter-measures is crucial in order to protect any financial business. Fraud compliance solution assists you in automatically evaluating conversations for potential cases of fraud.

Desktop Analytics

Creating high-quality customer service helps contact centers stand out from the competition. To do so, agents must be trained to use programs and applications efficiently in a smooth workflow. To properly evaluate working processes, a company must determine how agents are using software applications during customer interactions.

Synchronized recording and analysis of phone calls and screen

activities enables detailed insight into the quality of customer interactions by showing how to streamline agent performance.

Evaluating Agent Interactions

ASC's *SCREENminer* measures the efficiency of defined processes and tasks, and spots deviations. As a consequence, workflow is optimized, and agents receive customized training. After entering specific processes and tasks into the system, companies can determine whether agents adhere to the defined order and complete all the steps within the average handling time. If they don't, the reasons for this result can be determined and appropriate training measures initiated.

Benefits

- Automated assessment and structuring of voluminous data
- Categorization of data by specific topics
- Revelation of current trends and critical issues
- Complex analyses such as data mining
- Optimization of workflows and processes
- Automated pre-selection of potential cases of fraud

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or Cloud solution. Headquartered in Germany and with subsidiaries in the United States, Brazil, Japan, Singapore, Hong Kong, Dubai, Switzerland, the United Kingdom, France and Romania as well as a worldwide service network, ASC is a powerful global player in its industry.

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We record & analyze communications

