

axians

Collab.
collab.com

The best
of ICT with
a human touch

Extract value
from sentiments

Sentiment Analysis and Artificial Intelligence in Omni-channel CX, APCC, 2019

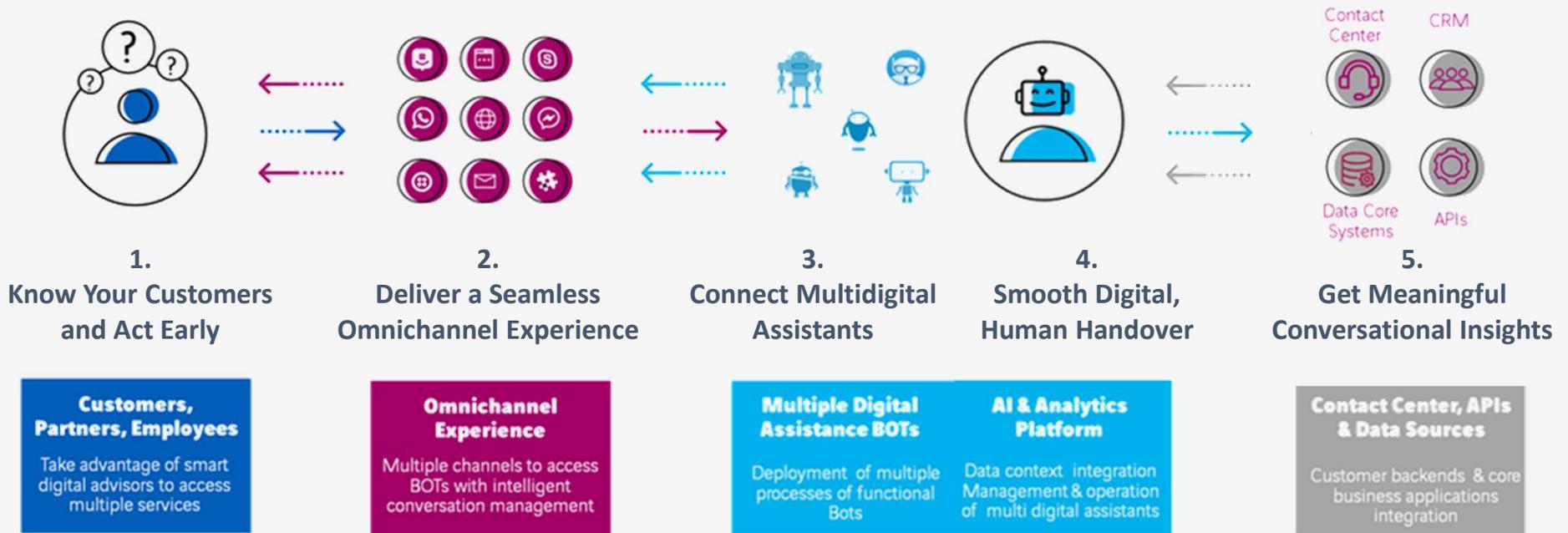
Artificial Intelligence is driving Customer Experience

Collab and Axians, our joint value proposition

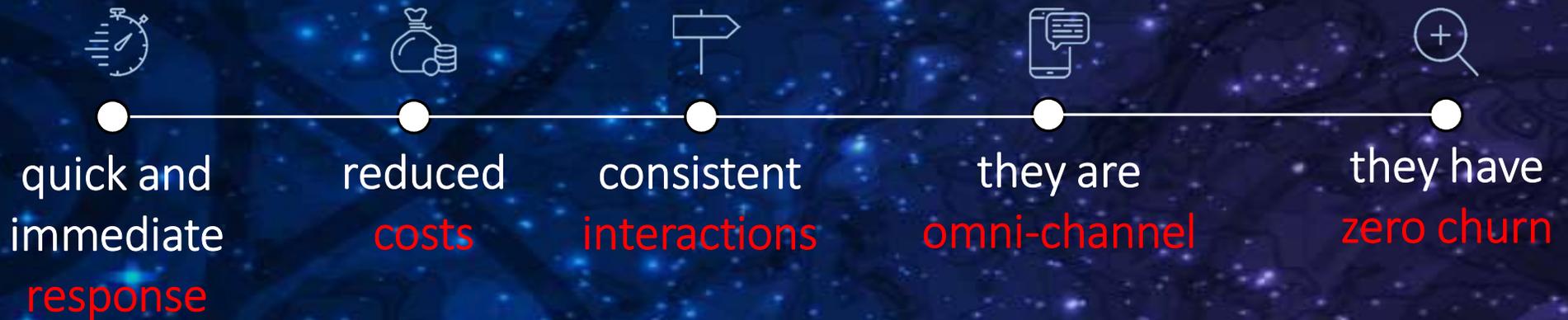


Artificial Intelligence is driving Customer Experience

Collab and Axians, our joint value proposition



Artificial Intelligence (AI) WHY?



Artificial Intelligence is driving Customer Experience

- a Flows and Integrations
- b Agent Scripts
- c BOTs
- d Speech Analytics
- e WebIVR
- f Live Agent Assistant (New feature preview)



ARTIFICIAL INTELLIGENCE SUITE

I.
BOT
FLOWS
now available

II.
SENTIMENT
ANALYSIS
now available

III.
LIVE AGENT
ASSISTANCE
(coming soon)

I . Bot Flows

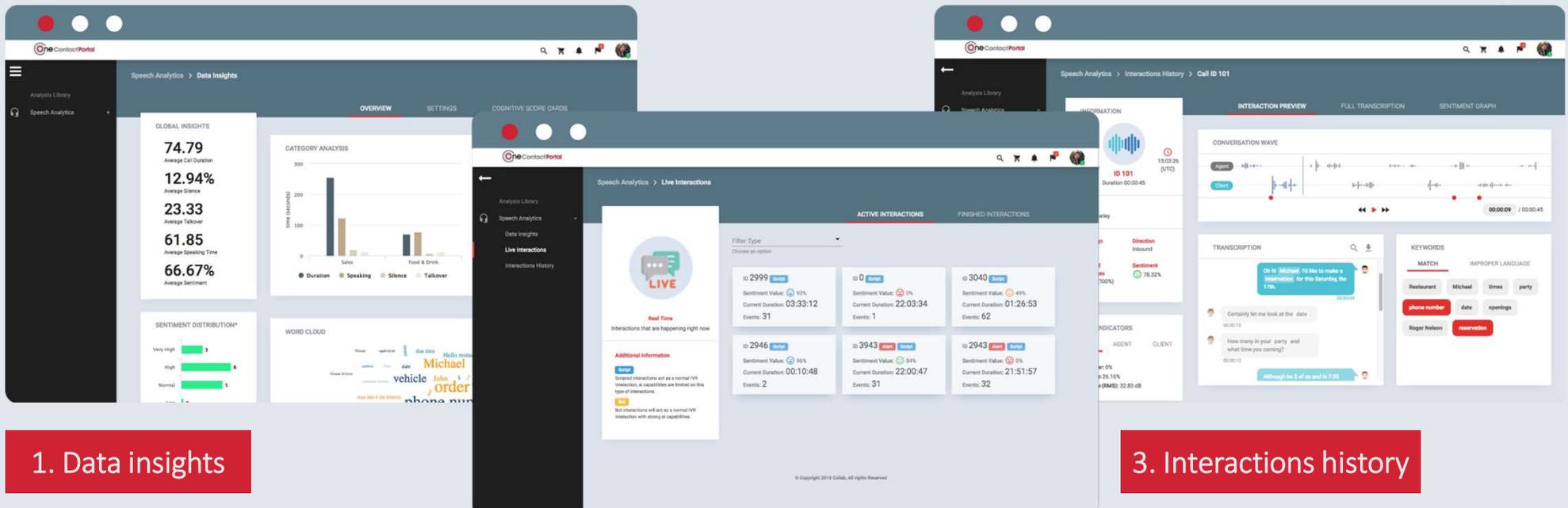
Human-like conversations between a BOT and a customer

OneContact Flows

Integrated environment that allows both the creation of flows within a traditional IVR (Interactive Voice Response) system and flows of intents and entities with chat or vocal Bot assistance. These AI multilingual Bots are self-learning software systems that can be trained by the company's staff.



II. Sentiment Analysis



1. Data insights

Global insights for a bigger picture of the contact center

2. Live interactions

See and analyze all the interactions happening live

3. Interactions history

Access all recorded information and see the evolution of sentiment levels

INFORMATION

31/08/2018 ID 90 13:37:03 (UTC)
Duration 00:01:52

Agents Tobias Farle

Campaign Sales Direction Inbound
Detected Languages English (100%) Sentiment 96%

BASE INDICATORS

GENERAL AGENT CLIENT

Talkover: 13.37%
Silence: 2.67%
Volume (RMS): 88.44 dB

INTERACTION PREVIEW

FULL TRANSCRIPTION

SENTIMENT GRAPH

CONVERSATION WAVE



TRANSCRIPTION

Welcome to Pandair! How can I help you?

Where would you like to go, sir?

I wanted to find a trip through Latin America. I'm traveling with a group of friends.

KEYWORDS

today vehicle order version
price years number

How can we extract sentiment from voice and chat interactions ?

Analysis Library
Speech Analytics

INFORMATION

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ID 90
Duration 00:01:52
13:37:03 (UTC)

Agents
Tobias Farley

Client
Dinis Silva

Campaign
Sales

Direction
Sales

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😊 96%

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INTERACTION PREVIEW FULL TRANSCRIPTION SENTIMENT GRAPH



LIVE DEMO (10 min)

TRANSCRIPTION

00:00:01: Welcome to Landair, how can I help you?

00:00:04: I'm a first time caller. I'm trying to find out a trip I'm interested in

00:00:07: Where would you like to go, sir?

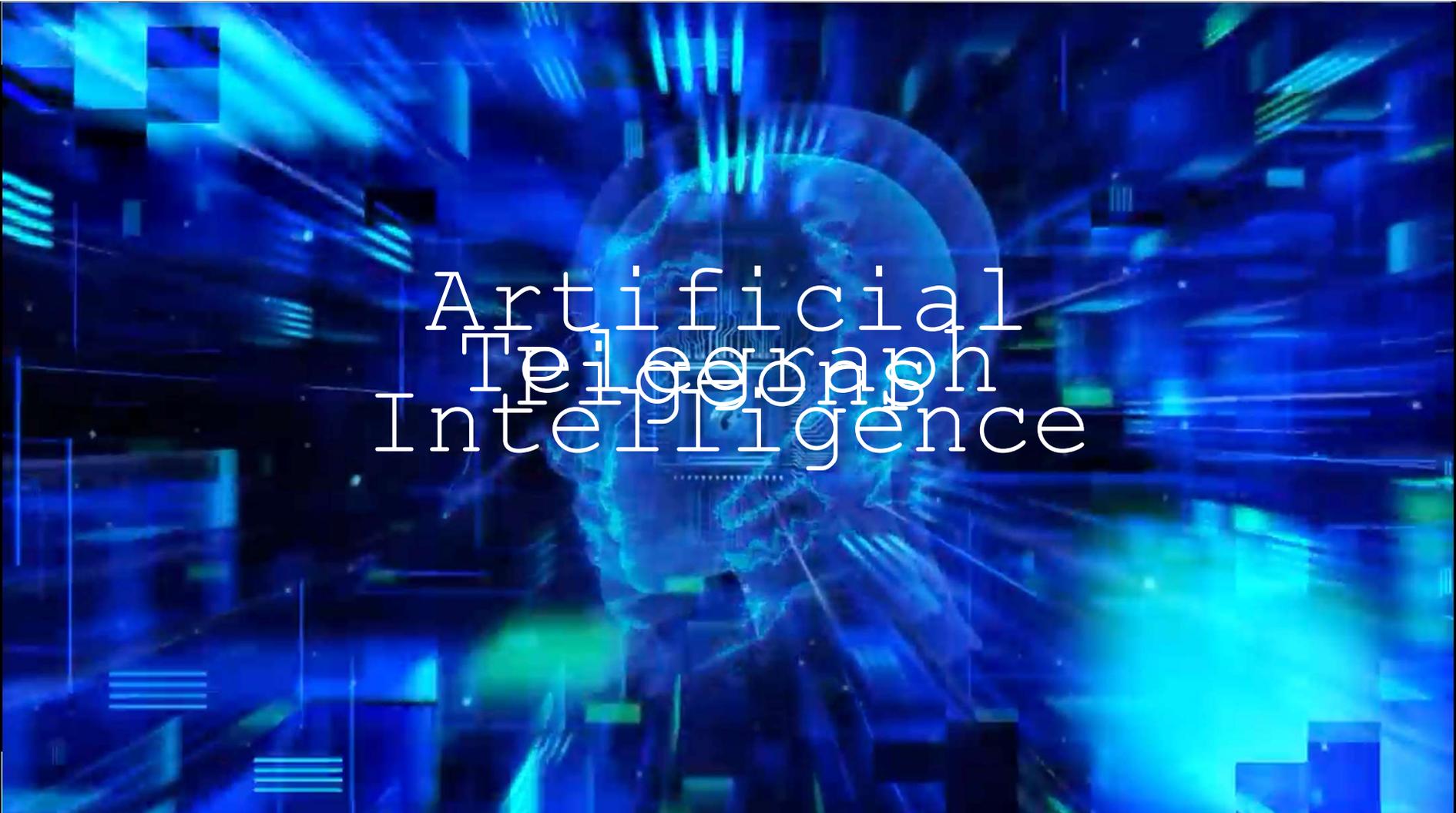
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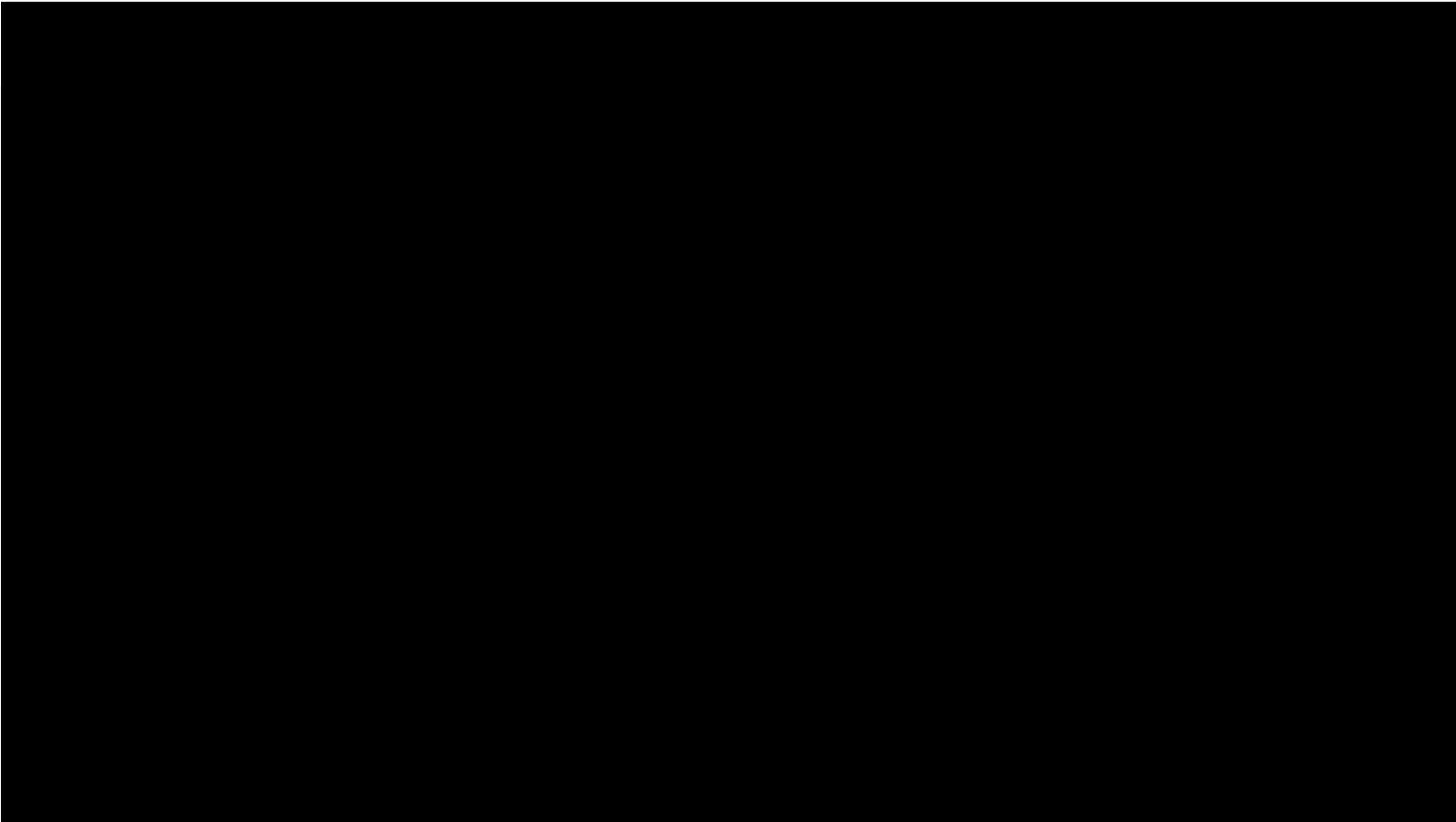
MATCH IMPROPER LANGUAGE

today **vehicle** order version

price years number



Artificial Telegraph Intelligence



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THANK YOU