

Businesses recording agent/customer calls can now extract business intelligence from those recordings. Competitive markets dictate that businesses deliver the right products and services that customers demand. CallMiner, Inc. provides business with real-time software applications to meet those customer demands. CallMiner has developed revolutionary call mining tools that lets businesses understand what customers want, and how their agents are responding to customers.

CallMiner uses state-of-the-art speech recognition technologies that listen to call center conversations and keep track of what is being said. This innovative technology allows call centers to mine in real time what was said during the call and quickly identify call trends that until now were too costly and time consuming to analyze.

CallMiner enables businesses to:

Find out what customers are saying – Using CallMiner’s unique data analytics software executives in marketing, sales, and engineering can now uncover critical customer attitudes, needs, and requirements. CallMiner’s applications enable businesses to conduct ad-hoc analysis to learn what customers want.

Automatically score calls – CallMiner applications can enable call centers to digitally score calls to conduct automated quality surveys, customer satisfaction surveys, and report in-call events and occurrences of interest.

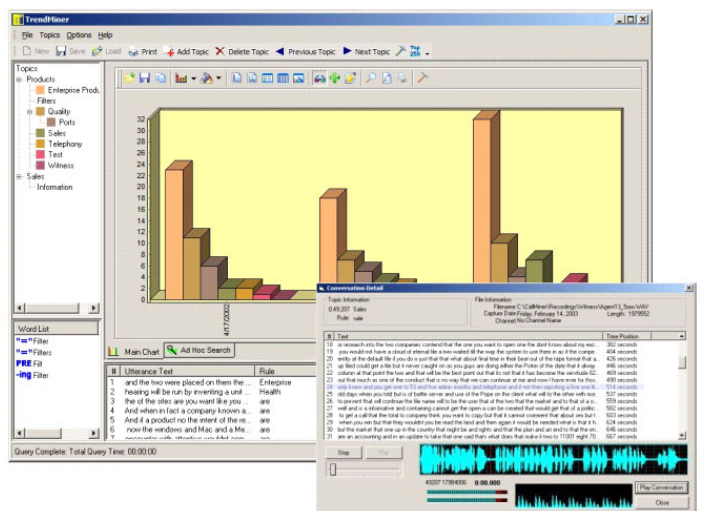
Extend business intelligence to the enterprise –

Until now, the use of call recordings was the domain of call center supervisors and managers. CallMiner’s analytical tools allow any computer in the enterprise to conduct analysis into agent/customer interactions.

TrendMiner™

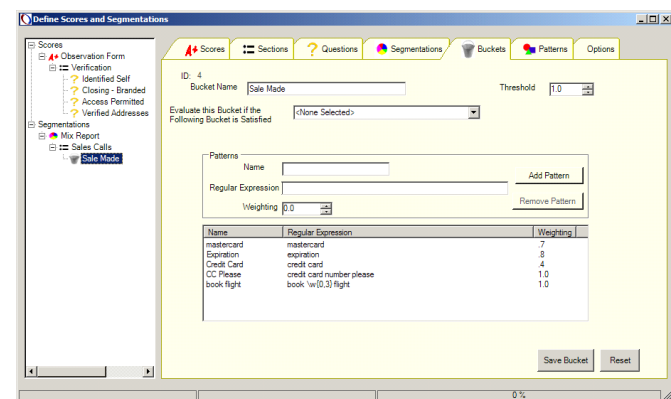
TrendMiner is a unique desktop analytics application that provides routine and ad hoc querying capabilities of the database created by CallMiner’s speech engine. Typically, call center supervisors can only listen to a small sample of recorded calls to monitor what transpired in a call. TrendMiner frees the user from the costly task of having to manually listen to recorded calls by automating the listing process. Since the process is automatic, all recorded calls can be analyzed to yield more meaningful results.

The application renders the users query results in both graphical and numerical representations giving a robust view into call content.



Tireless Supervisor™

Tireless Supervisor is an application that allows call centers to perform automated queries into recorded calls. The application listens to calls and returns a digital score on the call content enabling the user to evaluate customer and agent behaviors. Since Tireless Supervisor is automatic, 100% of calls can be scored with reports delivered to the user at any frequency required.



Notifications are automatically sent to the user and can be triggered based on criteria and confidence thresholds specified by Tireless Supervisor.

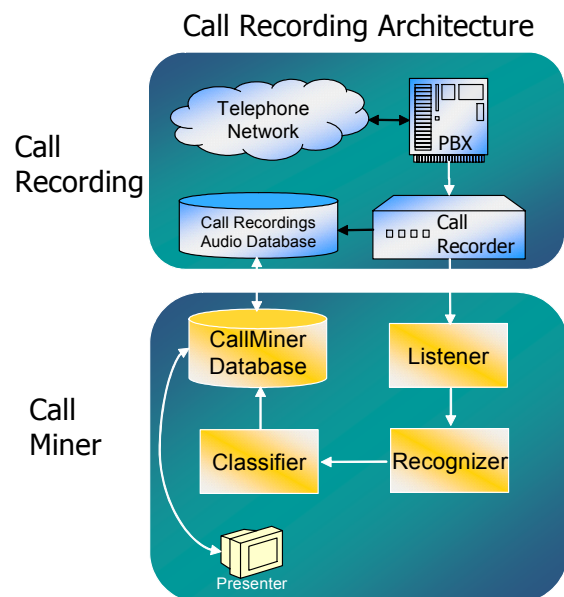
CallMiner Technical Overview

CallMiner speech engine – Reads recorded audio files and converts them into text for storage in a relational database for data-mining, search and retrieval. The CallMiner speech engine collects text and generates statistics required in the evaluation of the content of the call.

The speech engine supports most audio formats enabling the implementation of CallMiner systems with most call recording systems. Audio formats supported include: Uncompressed WAV PCM; Compressed WAV; MP3; MP2; VOX; RAW audio; WMA; AVI; Ogg Vorbis; MPC; G.726; G.723, G.721; AIFF, AIFC, AU and others.

Standards Based Architecture

CallMiner systems are standards based and require a simple network connection to the audio database of the host call recording system. This architecture makes the installation of CallMiner systems simple and without complex integration into existing recording systems.



Call (800) 556-8556 for more information or email: sales@soundcommunications.com