

Real Time IVR Reporting & Analytics Dashboard Plus Notifications

Visually Report & Monitor IVR Performance

What do your customers experience when they reach your IVR? Is their journey successful? What paths did they take? Where they successful? Speech-Soft's RT (real time) IVR Reporting and Analytics dashboard answers these questions and more by:

providing real time insights, monitoring & notifications of operations and service factors impacting KPIs;

comparing current IVR performance to historical norms;

providing task level insights into what your customers are asking and how often;

pinpointing transactions and dialogs where Tuning improvements will have the greatest impact

Speech-Soft's RT IVR Reporting and Analytics Dashboard is your final missing piece to achieve cradle-to-grave call reporting. This is a real time, scalable IVR reporting, analytics, monitoring and notification platform that delivers insights and analysis where none existed before. Our flexible framework provides both real-time and historical indications of what your customers are requesting and how effectively each IVR dialog is performing. We also monitor backend services to provide targeted insights into factors that

impact IVR performance and containment rates. Our metrics and insights provide value to both business and operations by

-quickly detecting & notifying you of IVR anomalies and contributing components via intuitive graphics & emails;

-gaining insights into IVR application performance, self-service containment and which interactions or tasks customers are actually using;

-maximizing ROI through trend identification and target area optimization & enhancement

What kind of data do we collect?

Speech-Soft's reporting framework database collects detailed information about each call traversing the IVR. Sources include the IVR & ASR server plus custom elements and JAR files in the application itself. This data includes information about total calls, targeted tasks, current percent of call paths and how ongoing operations compares to historical norms. We collect each node (e.g. Speech Recognition Results, Confidence Scores, initial prompt or error handling prompt); each back-end transaction (Success/Fail, duration of transactions) as well as

success/failure information of custom-defined tasks such as Authentication or Balance Inquiries. This depth of information gives you all the details you need to report and track Key Performance Indicator (KPI) goals as well as to uncover areas for improvement and optimization. This is the way to get the most out of your IVR.

Reporting Framework Features

Monitoring of IVR Application performance & email notification of anomalies

Provides task level insights into customer IVR traversals

Can be engineered to provide agents with customer's IVR path for CTI Screen Pop

Scalable architecture with HA

Multi-Tenant and role based secure views and access

Open platform independent SQL database schema for data & reporting populated via asynchronous web service

Out-of-the-box, customizable and ad-hoc reports

Our multi-paned Analytics Dashboard provides customized views of IVR real-time and historical operations based on a user's security profile & personal preferences. Corporate operations can view everything while each call



center or application manager sees only their own areas of interest and control.

Analytics Dashboard Features

Customizable view by real time or historical range

Drilldown graphics by task or dialog

Summary IVR KPIs for authentication, intent & self-service completion

Normalcy bands to compare current to average indicators

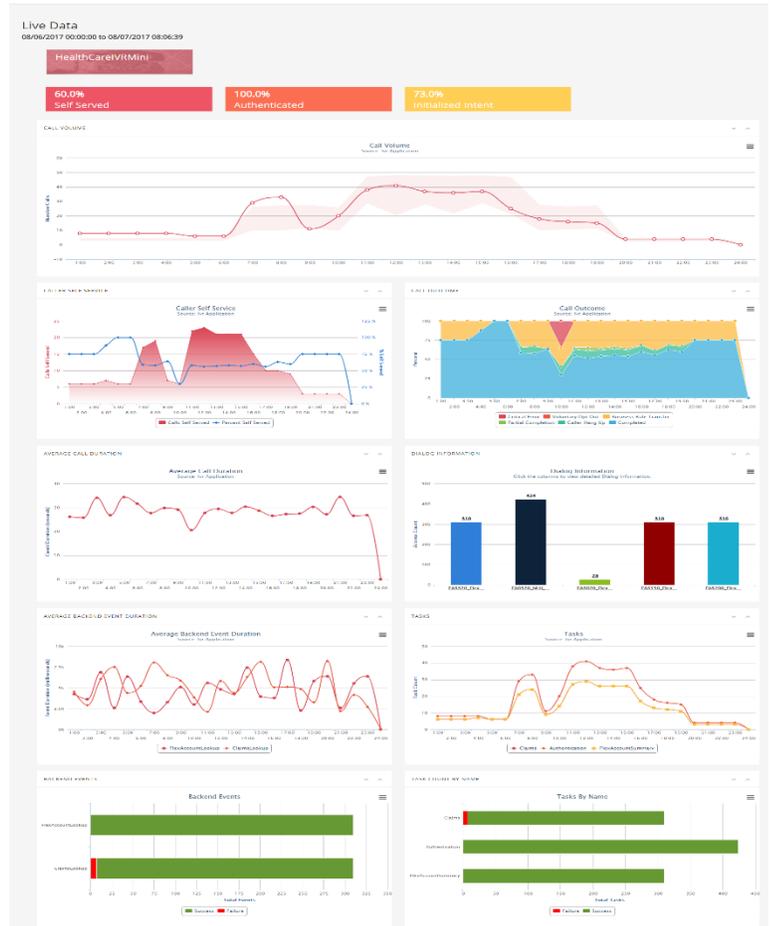
Ability to quickly detect and identify errors impacting IVR performance and customer experience

Notifications for thresholds exceeded or out of band situations

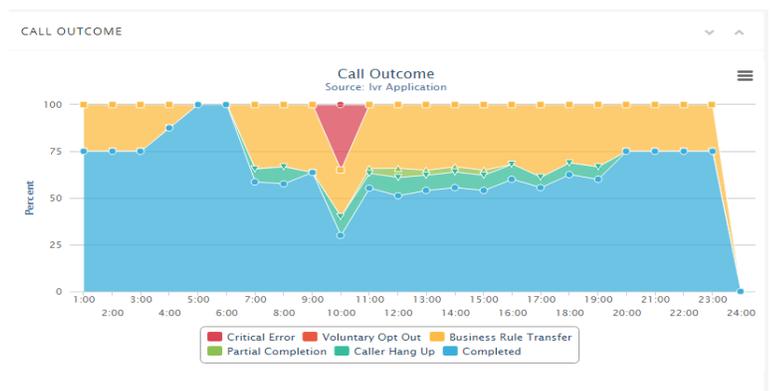
Secure profile views and multi-tenancy support

Backend Transaction Monitor

The Dashboard supports multiple IVR applications and allows a rollup view or drill down by application. Summary KPIs show percentage of calls self-served as well as intent capture and task completion. Application level screen panes include views of IVR call volume, calls self-served, call outcomes, call duration, call dialog paths traversed as well as cumulative tasks by type, tasks by hour, cumulative backend events and backend event duration. Need to delve a little deeper to investigate a possible issue? Select the application of interest and drill down. From the report on node utilization, you can select a given node to explore to see exactly what is occurring – the frequency of the options selected as well as any errors impacting service level. Historical trends? There are charts for that as well. All you need to do is load historical data for a given timeframe and you can readily spot trends over time. Running a multi-tenant operation? Use the dashboard to control everything. You can also give each of your customers Dashboard access to their applications to monitor their customer journeys, backend data performance and reliability.



Overall IVR Performance view with drill down for details. Normalcy bands to compare current to historical data.



Innovative call outcome visualization into CX

