

ReDAT

Solution for processing
of customer communication
at contact centers

The ReDAT system records and analyzes all communication with customers at the contact center, not only voice but also text and audio-visual communication. The system enables, among other things, efficient management and measurement of performance and is therefore a necessary personal and management tool.



WEB APPLICATION PLATFORM

The entire administration and control of the ReDAT eXperience application is carried out through a web interface for the simplest deployment of the system. It provides an intuitive, configurable user interface with a complete set of tools for record management and other analytics and reporting tools. It offers a hierarchical structure of users or recording sources, and a detailed configuration of user access rights via roles. The whole system is fully modular; the customer can assemble its features exactly according to his needs.

AUDIO RECORDING

A basic and very important feature of the ReDAT system is the reliable recording of a wide variety of audio sources and the large number of supported telecommunications technology manufacturers. Analog, digital and IP telephony interfaces are commonly recorded in hundreds of channels simultaneously. The recorded calls are then easily accessible in the player, with the possibility of inserting coaching notes, or skipping non-vocal parts of the call.

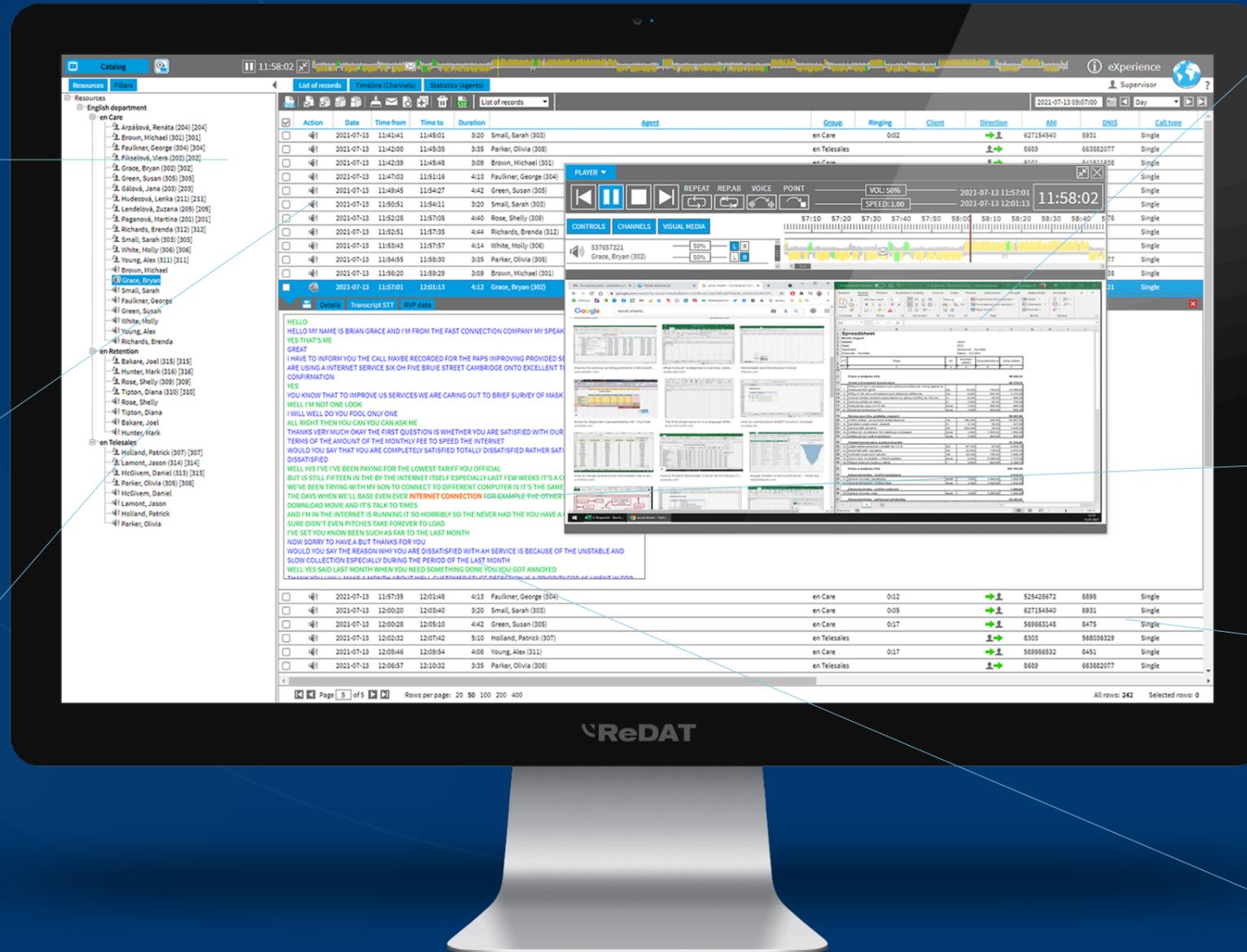
ACCESS RIGHTS SYSTEM

The hierarchical structure of the system, along with the configuration of user rights, gives each user exactly the tools and records that he is authorized to have access to according to his level, within the organization structure.

DASHBOARDS

Dashboards offer a wide range of graphical outputs showing statistics, contact center status, voice analysis outputs, agent evaluation results, and more. The goal of the graphical outputs is a great deal of interactivity, their appearance can be adjusted to the needs of the user by setting and displaying only the required and useful data (calls, e-mails, chats, screens,...).

ALL COMMUNICATION IN ONE PLACE, ACCESSIBLE TO EVERYONE.



SCREEN RECORDING

The system supports both software and hardware solutions for recording agents' screens and their synchronous playback simultaneously with the call.

E-MAILS AND CHATS

It is possible to integrate a non-speech communications into our system, such as e-mail, chats, social networks, and more. Such data can then be analyzed according their content and metadata along with the calls.

TOPIC DETECTION

The detection of topics is based on voice analysis, including speech-to-text. The ReDAT TopicDetection module provides data analysis according to their content, keywords, phrases and other call parameters. Data can also be combined with emotions in call flow and dialogue parameters such as speech interruptions, monologues, silence in calls, and more.

LIST OF RECORDS

For advanced data management and comprehensive analysis, it is possible to display a list of matching calls for a given topic and process them even further.

SPEECH TO TEXT & TERM CLOUD

Transcribing a call to text is used to detect its content, the desired keywords and phrases found are highlighted and the recording can be played exactly from that location. The system also offers a Termcloud view, which is a list of the most important words from the selected call set in a cloud shape form.

ABOUT THE SYSTEM

ReDAT is used by contact centers around the world for both its scalability in size and functionality. The know-how gathered from operating the system in the most demanding markets and the new advanced contact center management methods are integrated into our system in an endless development process. The system covers areas from recording, through archiving, encryption, processing and presentation of data in a clear graphic form. Data and settings are accessible via a web browser, access rights are controlled by a hierarchical structure of privileges and the user does not have access to data that he does not have sufficient privileges for, even in summary reports.

AUTOMATIC VOICE ANALYSES

Every contact center generates a large amount of data that contains key information needed to manage and control the contact center. Structured data can be relatively easy to process, but this is not the case with unstructured data (such as voice). For situations like this, ReDAT offers automatic voice analysis that processes the human voice from three basic aspects - emotional statistics, voice activity, and speech-to-text. Output voice parameters are stored in a database and can be used in real time. By combining the parameters, virtually anything that an experienced supervisor can detect in a call can be detected by the system as well. The system is commonly used to control agents' speech regulations, call distribution by topics, track campaign development, and more.

CONTACT CENTERS' NEEDS

The contact center needs to monitor KPIs regarding its customers (NPS, ...) and agents for its effective operation. Furthermore, it is beneficial to track the distribution of topics in calls for employees shift planning, including short and long term trends. The answers to these and other questions are contained in the stored data. There is no need for external companies to provide expensive exploration and analysis, simply use our sophisticated tools to process unstructured data. The processed data can be presented in a well-arranged graphic form to all concerned people, including agents. An equally important factor in the successful use of the tool for processing customer interactions is the ability to mirror the organizational structure of the company into the ReDAT system with all its specifications. All the data visualization permissions are controlled by this hierarchical structure.

EXPERT'S OPINION

„...the deployment of the ReDAT system, including voice analysis and Quality Management, provides us with information that was previously very difficult to acquire without investing large amount of human resources to it. Thanks to voice analysis, which gives us an overview of the content of individual calls, we have been able to achieve savings in time consumption of specialized workers. In addition, the system automatically provides us with a comprehensive overview of customer service topics across the contact center, including response to campaigns, bidding, and many other important parameters for our operations. We also use the system to indicate the potential for agent coaching, communication quality evaluation and monitoring of selected KPIs. ReDAT enables the centralization of used applications and processes into a user-friendly environment that is available to all relevant personnel, including agents, according to the system's privileges.”

Martin Krištof

Operations and Technical Development Manager
innogy Zákaznické služby, s.r.o.

KEY FEATURES

- simple, intuitive user interface
- analysis of all communication with customers
- advanced Quality Management system
- effective coaching of agents
- comfortable access via web browser
- centralized data recording and storage
- possibility of integrating data from “third party systems”
- automatic voice analysis for 100% of calls
- integration of non-speech interactions
- hierarchical access to data
- fully audited system
- full SNMP support



REFERENCES

- O2 Czech Republic, a.s. (Czech Republic)
- T-Mobile Czech Republic, a.s. (Czech Republic)
- Vodafone CZ, a.s. (Czech Republic)
- Erste Group (Česká spořitelna, a. s.) (Czech Republic)
- Societe Generale (Komerční banka, a. s.) (Czech Republic)
- Expobank CZ a.s. (Czech Republic)
- Air Bank, a.s. (Czech Republic)
- Equa Financial Services s.r.o. (Czech Republic)
- Allianz pojišťovna, a. s. (Czech Republic)
- Home Credit a.s. (Czech Republic)
- Generali Poist'ovňa, a.s. (Slovakia)
- Raiffeisen Bank (Hungary)
- Pareto Bank ASA (Norway)
- Intrum Justitia Slovakia s.r.o. (Slovakia)
- EOS KSI Slovensko, s.r.o. (Slovakia)
- EOS KSI Česká republika, s.r.o. (Czech Republic)
- innogy Zákaznické služby, s.r.o. (Czech Republic)
- E.ON Česká republika, s.r.o. (Czech Republic)
- Pražská energetika, a. s. (PRE, a.s.) (Czech Republic)
- Daimler (Poland)
- České dráhy, a.s., Czech railways (Czech Republic)
- Emergency telephone number 112 (Czech Republic, Lithuania, Slovakia, Slovenia)
- ATC (Czech Republic, India, Morocco, Philippines, Slovakia, Spain, ...)