

ReDAT

ReDAT Business Analytics

By using our Business Analytics service for a minimum price of the new system you will receive the results that are unattainable by any other way.



DO THESE QUESTIONS CONCERN YOU AND YOUR CONTACT CENTER?

- Do you know the content of the calls in your contact centre?
- Do you need information regarding the process of managing crosssale and up-sale calls?
- Would you like to monitor the progress of ongoing campaigns and try the potential of voice analyses of your own data without investing in a new system for voice analyses?

Before making one-time voice analyses from your contact centre you define the parameters and we will provide the required results. All without installation or additional liability.



1.) OFFER

Representatives of our sales department will visit you, introduce our service and explain its principles. At a meeting we will discuss also the possibilities of transfer of recordings (from our system, another system, via VPN or locally). The ideal quality of recordings is stereo WAV, also stereo mp3 64 kbps is acceptable. Recordings which don't meet the required quality may prevent the realization of the service.

2.) ASSIGNMENT

You define your requirements then eventually you can apply our standard parameters. After agreeing your requirements and mutual agreement on the final submission we will create a concrete offer.

3.) PURCHASE

Our sales department will make a final offer containing the information about the number and type of evaluated recordings, who will provide them and what kind of transmission will be used, what exactly will be analysed, until when and at what price. On the basis of the mentioned information both parties will sign an agreement to purchase a one-time service.

4.) DELIVERY

You will give us your recordings for analysing. In case of your interest we can temporarily install our system in your contact centre and ensure maximum quality of recordings. In this case, the price for service is increased by any difficulties that occur with the implementation.

5.) REALIZATION

We realize analysis of the recordings using the modules of application platform ReDAT eXperience, where the recordings are transcribed, the parameters are calculated and then the required analysis occurs.

6.) RESULTS

We hand over the results, which consist of the final report and illustration in Excel. Subsequently we will present the recordings (in your or our system).

ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.



RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDAT Recording Systems.