MEMBER OF CSG aerospace

ReDAT

ReDAT TextProcessor

A module for analysis of non-speech interactions and general text documents

ReDAT TextProcessor is a basic module of advanced analysis, which can be extended with the ReDAT TopicDetection add-on module.

Many customers already use the ReDAT system for recording and processing calls and screens and have deployed modules from the series of voice analysis and Quality Management. Currently, the share of non--speech interactions in total traffic in contact centers is significantly increasing. These are mainly email, chat, social networks, but also text documents with or without a link to speech interactions. In order to remain competitive, even in the context of better feedback, it is necessary to address this trend and to process and analyze non-speech interactions.

RETIA

retia.eu redat.eu

RETIA, a.s. | Pražská 341 | 530 02 Pardubice | Czech Republic | +420 466 852 531 | redat@retia.cz

KEY FEATURES

- A unified environment for working with all interactions.
- Interactions are available in the record list of application platform ReDAT eXperience.
  - Access to them is controlled by authorization as well as to calls.
- Interactions can be filtered by metadata.
- All Quality Management modules can be applied to non-speech interactions.
- Detection of topics and context in interactions using the ReDAT TopicDetection module.
- The system can be used to process non-speech interactions performed by back office staff.
  - Even to content without a link to a specific contact center call.
- Scalable solution - for large and small customers.
- Licensing by number of interactions processed per day.

OUR SOLUTION

Our solution allows you to integrate non-speech interactions from any information system into the ReDAT system environment. All the mentioned communication is then clearly located and processed in a unified environment of the ReDAT eXperience application platform.

BEFORE

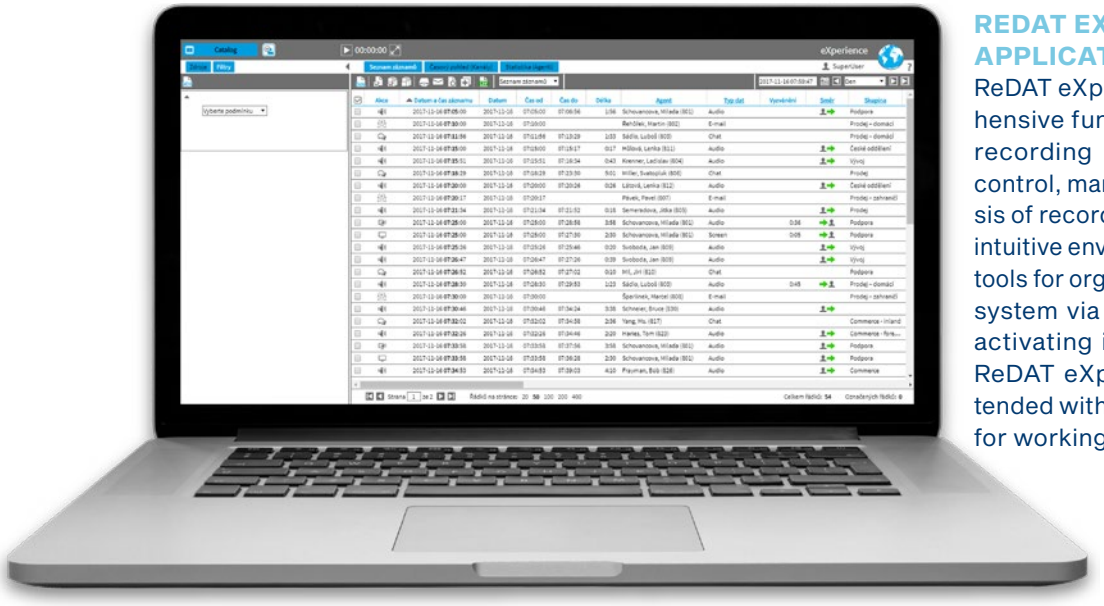
In the past, only a partial integration of non-speech interactions was realized. That meant manually inserting the selected interaction into ReDAT and creating evaluation forms for them. This was a sufficient solution for non-verbal interactions in a number of units. However, with the development of electronic correspondence, the full integration of non-speech interactions on an automatic basis is essential.

TODAY

Thanks to the integration interface into the systems processing these interactions, all analytical work can be transferred to the ReDAT eXperience system. In the list of records of the ReDAT eXperience application platform, these non-speech interactions are placed among other items, they can be sorted and filtered according to all available metadata added from third-party systems. Access to and display of all data is controlled according to a sophisticated authorization system, as you are used to. Simple and fast.

INDEXING

Full integration with the server processing non-speech interaction also brings the possibility of indexing the content. Indexing an interaction allows both basic searches by keywords or phrases and the definition of more complex queries. With the simultaneous deployment of the ReDAT TopicDetection module, the full potential of the system can be used for categorization by topics.



REDAT EXPERIENCE APPLICATION PLATFORM

ReDAT eXperience is a comprehensive functional extension to recording units for recording control, management and analysis of records. It provides a clear intuitive environment and control tools for organizing the recording system via a web interface. By activating individual modules, ReDAT eXperience can be extended with additional functions for working with records.

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.

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