ReDAT

ReDAT TopicDetection

Voice and text analysis module for detection of topics in interactions

ReDAT TopicDetection is a software voice and text analysis module, designed as an extension of the ReDAT eXperience Application Platform. It enables the context and content analysis of both speech and non-speech (text) interactions.

ReDAT TopicDetection is the supreme module of advanced analyzes, which further processes the data provided by the ReDAT VoiceProcessor and ReDAT TextPocessor modules.

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KEY FEATURES

- The module has practically unlimited options for use. One of the most common outputs of the module is the detection of "the conversation topics", that describe the basic call information (e.g. offer of a relevant product to the customer) or in text document (chat, email, transcript).

- ReDAT TopicDetection provides the results of the analysis immediate after the interaction is finished. It means that the statistics and trends may reveal the status of the on-going operation of the contact centre.

- All the obtained results of the context and content analysis are clearly displayed on the userconfigured desktop.

Data → Processing → Sorting → Overview

INTEGRATION INTO THE REDAT

ReDAT TopicDetection is fully scalable and its HW requirements depend on the amount of processed data. In the event of its installation it becomes part of ReDAT eXperience. The only precondition for the module operation is a valid license that makes the functions of ReDAT eXperience accessible in the user interface.

STRUCTURE OF TOPICS IN INTERACTIONS

The subject or "TOPIC" of the interation is defined in the system and can be searched repeatedly regardless of the time and destination. The result of the analysis is a real-time statistical structure of topics in interations. The results of the analysis are stored in the database of interactions in ReDAT eXperience, from where they are transmitted in a well-arranged graphic form to the responsible employees and managers.

INFORATING

The Inforating matrix displays information about links between topics. In practice, it means that the user can detect the correlation of various topics in the specific set of interactions. For examle to search for records with the sales potential where the offer wasn't provided.

Up to 40 topics can be selected in one overview.

TERM CLOUD

For maximum efficiency when working with the system, Term Cloud is available to graphically present the most relevant words of a specified set of interactions.
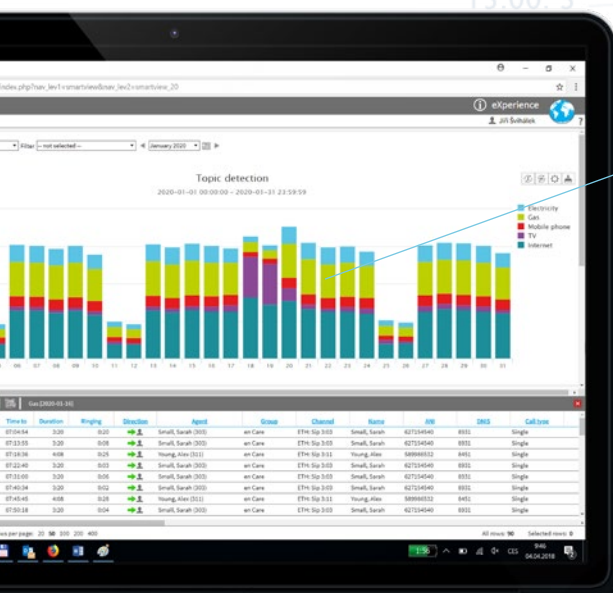
STRUCTURE OF TOPICS IN INTERACTIONS

GRAPHIC INTERPRETATION OF INTERSECTION OF TOPICS
Ex.: Total of 390 calls in the given time period and workgroup contain both "Internet" and "Sales call" topics.
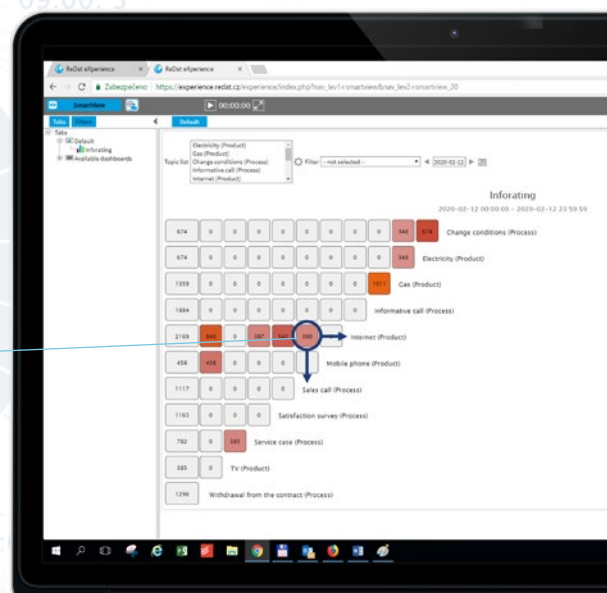
ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

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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