

ReDat

Recording

Voice analyses
in practise

Case study - How voice technologies serve our current customers, who actively and successfully use them.

One of the aims of our company is to keep up with constant technological developments in the field of voice processing. Contact centres have to be able to respond to these technological changes and that is the reason why we are presenting this case study regarding the use of voice technologies in contact centres.



GOAL

The aim of this case study is to demonstrate several examples - how to use voice analyses, according to the real situation and how they are used by real customers. We are pleased to present to you how voice technologies serve our customers and to inspire you to utilise them in your contact centre.



Let us imagine a medium-sized contact centre, where approximately 10,000 calls are handled by about 100 agents every day.

These agents are responsible for taking care of current customers, handling customers' complaints and providing them with information; they also have to offer new products with an expected amount of success. Use of voice technology is very significant in that case.

CONTACT CENTRES DATA

Contact centres realize many calls every day and these calls contain a large amount of data with a lot of important information.

Structured data

- For example call time, call duration, calls number of the called/calling person, skills, etc. Can be simply processed and sorted

Unstructured data

- I.e. calls records. Cannot be processed so easily but they are crucial for answering any present questions in the commerce and human resources field

Date	Time	Duration	Agent
2020-01-01	08:00:00	00:01:00	John Doe
2020-01-01	08:05:00	00:02:30	Jane Smith
2020-01-01	08:10:00	00:01:45	Mike Johnson
2020-01-01	08:15:00	00:03:15	Sarah Brown
2020-01-01	08:20:00	00:01:30	David Wilson
2020-01-01	08:25:00	00:02:00	Emily Davis
2020-01-01	08:30:00	00:01:15	Chris Miller
2020-01-01	08:35:00	00:02:45	Alexander Lee
2020-01-01	08:40:00	00:01:00	Olivia Taylor
2020-01-01	08:45:00	00:03:00	Benjamin Clark
2020-01-01	08:50:00	00:01:45	Mia Harris
2020-01-01	08:55:00	00:02:15	Ethan Scott
2020-01-01	09:00:00	00:01:30	Ava King
2020-01-01	09:05:00	00:02:45	Noah Wright
2020-01-01	09:10:00	00:01:15	Charlotte Lopez
2020-01-01	09:15:00	00:03:00	Liam Hill
2020-01-01	09:20:00	00:01:45	Zoe Adams
2020-01-01	09:25:00	00:02:15	Lucas Baker
2020-01-01	09:30:00	00:01:30	Hannah Green
2020-01-01	09:35:00	00:03:00	Isaac Nelson
2020-01-01	09:40:00	00:01:15	Grace Carter
2020-01-01	09:45:00	00:02:45	Samuel Evans
2020-01-01	09:50:00	00:01:30	Chloe Perez
2020-01-01	09:55:00	00:03:00	Wyatt Roberts
2020-01-01	10:00:00	00:01:45	Skylar Turner
2020-01-01	10:05:00	00:02:15	Leo Phillips
2020-01-01	10:10:00	00:01:30	Aria Campbell
2020-01-01	10:15:00	00:03:00	Julian Parker
2020-01-01	10:20:00	00:01:15	Stella Evans
2020-01-01	10:25:00	00:02:45	Maxon Reed
2020-01-01	10:30:00	00:01:30	Valentina Cook
2020-01-01	10:35:00	00:03:00	Grayson Bell
2020-01-01	10:40:00	00:01:15	Savannah Young
2020-01-01	10:45:00	00:02:45	Isaiah Hall
2020-01-01	10:50:00	00:01:30	Madeline Allen
2020-01-01	10:55:00	00:03:00	Jeremiah King
2020-01-01	11:00:00	00:01:45	Isabella Wright
2020-01-01	11:05:00	00:02:15	Christopher Lopez
2020-01-01	11:10:00	00:01:30	Madison Hill
2020-01-01	11:15:00	00:03:00	Isaac Adams
2020-01-01	11:20:00	00:01:15	Chloe Baker
2020-01-01	11:25:00	00:02:45	Wyatt Green
2020-01-01	11:30:00	00:01:30	Skylar Nelson
2020-01-01	11:35:00	00:03:00	Leo Carter
2020-01-01	11:40:00	00:01:15	Aria Evans
2020-01-01	11:45:00	00:02:45	Julian Perez
2020-01-01	11:50:00	00:01:30	Stella Roberts
2020-01-01	11:55:00	00:03:00	Maxon Turner
2020-01-01	12:00:00	00:01:45	Valentina Phillips
2020-01-01	12:05:00	00:02:15	Grayson Campbell
2020-01-01	12:10:00	00:01:30	Savannah Parker
2020-01-01	12:15:00	00:03:00	Isaiah Evans
2020-01-01	12:20:00	00:01:15	Madeline Reed
2020-01-01	12:25:00	00:02:45	Jeremiah Cook
2020-01-01	12:30:00	00:01:30	Isabella Bell
2020-01-01	12:35:00	00:03:00	Christopher Young
2020-01-01	12:40:00	00:01:15	Madison Hall
2020-01-01	12:45:00	00:02:45	Isaac Allen
2020-01-01	12:50:00	00:01:30	Chloe King
2020-01-01	12:55:00	00:03:00	Wyatt Wright
2020-01-01	13:00:00	00:01:45	Skylar Lopez
2020-01-01	13:05:00	00:02:15	Leo Hill
2020-01-01	13:10:00	00:01:30	Aria Adams
2020-01-01	13:15:00	00:03:00	Julian Baker
2020-01-01	13:20:00	00:01:15	Stella Green
2020-01-01	13:25:00	00:02:45	Maxon Nelson
2020-01-01	13:30:00	00:01:30	Valentina Carter
2020-01-01	13:35:00	00:03:00	Grayson Evans
2020-01-01	13:40:00	00:01:15	Savannah Perez
2020-01-01	13:45:00	00:02:45	Isaiah Roberts
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2020-01-01	14:15:00	00:03:00	Isaac Reed
2020-01-01	14:20:00	00:01:15	Chloe Cook
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2020-01-01	15:50:00	00:01:30	Chloe Phillips
2020-01-01	15:55:00	00:03:00	Wyatt Campbell
2020-01-01	16:00:00	00:01:45	Skylar Parker
2020-01-01	16:05:00	00:02:15	Leo Evans
2020-01-01	16:10:00	00:01:30	Aria Reed
2020-01-01	16:15:00	00:03:00	Julian Cook
2020-01-01	16:20:00	00:01:15	Stella Bell
2020-01-01	16:25:00	00:02:45	Maxon Young
2020-01-01	16:30:00	00:01:30	Valentina Hall
2020-01-01	16:35:00	00:03:00	Grayson Allen
2020-01-01	16:40:00	00:01:15	Savannah King
2020-01-01	16:45:00	00:02:45	Isaiah Wright
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2020-01-01	16:55:00	00:03:00	Jeremiah Hill
2020-01-01	17:00:00	00:01:45	Isabella Adams
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2020-01-01	17:15:00	00:03:00	Isaac Nelson
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2020-01-01	18:50:00	00:01:30	Chloe Hill
2020-01-01	18:55:00	00:03:00	Wyatt Adams
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2020-01-01	19:10:00	00:01:30	Aria Nelson
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2020-01-01	20:50:00	00:01:30	Stella Adams
2020-01-01	20:55:00	00:03:00	Maxon Baker
2020-01-01	21:00:00	00:01:45	Valentina Green
2020-01-01	21:05:00	00:02:15	Grayson Nelson
2020-01-01	21:10:00	00:01:30	Savannah Carter
2020-01-01	21:15:00	00:03:00	Isaiah Evans
2020-01-01	21:20:00	00:01:15	Madeline Perez
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2020-01-01	01:55:00	00:03:00	Jeremiah Bell
2020-01-01	02:00:00	00:01:45	Isabella Young
2020-01-01	02:05:00	00:02:15	Christopher Hall
2020-01-01	02:10:00	00:01:30	Madison Allen
2020-01-01	02:15:00	00:03:00	Isaac King
2020-01-01	02:20:00	00:01:15	Chloe Wright

If you are interested in our voice analyses, please, do not hesitate to contact our sales department.

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If you would like to try our voice analyses straight away, you can use our service Business Analytics.

