



OnviCord Explora

Speech Analytics

Transforming call recordings into actionable knowledge through automation

Explora removes subjectivity by providing results based on the actual content of the dialogue and a set of rules applied against the dialogue.

Explora speech analytics applies customer interaction data collection, phonetic audio search technology and a powerful rules engine to enable cost effective, automated and enhanced quality monitoring for the contact center. *Explora* speech analytics software transforms voice and data recordings into knowledge that can be used to improve the management and performance of contact centers and business enterprises.

Explora is fully integrated with the *OnviCord PRO* call recording system and leverages existing investments in call recording and archiving. It analyzes *OnviCord PRO* call recordings, acts as a listening agent, delivers actionable events and provides a vehicle for analysis of every recorded call. Users can audio mine 100% of recorded calls without the need for costly resources and manual processes.

Analysis can occur as soon as *OnviCord PRO* has stored the recording, typically seconds after the call is disconnected. Therefore, call analysis happens in near-real time. Through the implementation of objective rules, *Explora* removes any doubt of subjectivity by providing results based on the actual content of the dialogue and a set of business rules executed against the dialogue.

Multiple Applications for Speech-Enabled Search

Call Recording Search

Easily retrieve calls based on search of words and phrases in addition to the common search methods prevalent in the industry, such as the time the call started, the duration of the call, or the channel that originated or received the call. *Explora* provides the unique ability to “process once” and “search many times” across an asset of available audio. When the initial call analysis is completed, *Explora* creates an intermediary file format that can be searched at very high speeds, enabling a user to search across any set of processed files for any phrase. This turns audio files into a searchable data archive.

Automated Agent Scoring and Compliance Management

Conduct speech-enabled automated mining for spoken phrases or absence of phrases. This capability makes it easy to identify specific calls that require a quality assurance review. Quality Assurance managers can then use *OnviCord Excella* to evaluate, score and forward recordings to agents and supervisors.

Business Intelligence

Search and analysis of archived recordings can categorize calls to extract knowledge, business intelligence and identify trends and patterns, including frequency of patterns of success and failure, competitor mentions, and new or different sales objections. Data that can help an organization determine in what direction it should move to capitalize on sale and marketing opportunities. Business intelligence gathering can be performed based on scripted search and user-defined search criteria.

Unique Business Assurance Program

OnviSource ensures success and a rapid ROI through a unique service program called **Explora Advantage**. Through this service program, we help customers overcome typical challenges associated with speech analytics solutions. We assist with provisioning of ROI analysis, application analysis, project planning, customization, pilot programs and business continuity and assurance measures.

Explora Advantage offers true partnership services at affordable prices with the singular objective of making *Explora* a solution that truly delivers value and the information needed to operate a more profitable business.

One Fully Integrated Product Suite

OnviCenter 6

OnviCenter 6 offers a highly affordable suite of integrated software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers workforce optimization (*OnviCord*), agent transaction automation (*OnviTrax AutoAgent*), pre-packaged call center business applications (*OnviCall*) and call handling supported by virtualization to enable remote operations and agents (*OnviNet*).

OnviCall offers prepackaged call center business applications for telephone answering services, tele-services, order entry and claims processing, medical and emergency dispatch, as well as telemarketing activities.

These applications enable organizations to bring multiple call handling components together into a single solution. Receive calls, route calls, perform messaging and dispatching functions and much more from one central interface.

OnviCord provides all the functionality and features required to engage in quality call monitoring and recording—effortlessly.

Supported by a suite of powerful call management tools, *OnviCord PRO* captures 100% of voice and data activity and offers simple, browser-based access to a robust tool-set that provides everything needed to manage your call information quickly and easily.

OnviCord product suite delivers quality assurance and compliance, speech analytics, video screen capture, and workforce management.

OnviTrax AutoAgent is a web-based application that unifies and automates agent desktops, enabling agents to focus on the customer. *OnviTrax AutoAgent* accesses the client's database to automatically populate customer information fields and to generate follow-up emails for clients and customers in the background during a transaction.

Call center managers can customize the workflow for each client. The call center administrator can configure the agent prompts and controls for collecting information and presenting screens with *OnviTrax AutoAgent's* user-friendly drag and drop configuration tools.

OnviNet provides network infrastructure for all of *OnviCenter*. *OnviNet* scalable call handling and recording platforms provide low-cost solutions that are optimized for small to medium contact centers.

OnviNet utilizes industry standard Microsoft Windows and XP Professional based servers and MySQL database. Built on a modular, client server architecture, *OnviNet* allows for additional capacity and supports optional features.

- Inbound Call Handling
- Outbound Call Handling
- Database Management
- Voice & Data Recording

OnviNet Options:

- Intelligent Call Distributor (ICD)
- Automated Call Distributor (ACD)
- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging

Delivering Exceptional Customer Value

OnviSource backs up *OnviCenter* with superior customer care. Our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact OnviSource at **800-311-3025**.

We'll be happy to review your call center requirements and discuss how easily and cost-effectively you can deploy *OnviCenter* products into your organization. View the *OnviCenter* suite on our website at www.onvisource.com.

About OnviSource

OnviSource offers highly affordable, fully integrated product solutions and award-winning business process outsourcing services in sales, marketing, customer service and support. OnviSource contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma.

