Nexe`llecta™
MULTICHANNEL ANALYTICS

AI-Powered Analytics designed to ingest, analyze, and deliver business intelligence across the contact center and enterprise

Harness the power of AI to deliver comprehensive analytics and unlock unparalleled business and operational insights for data-driven decision-making. Optimize operations, enhance customer experiences and increase business productivity for clear business value and a competitive advantage.

Advanced capabilities that go far beyond traditional analytics

Conventional analytics deliver siloed reports. But Nexe`llecta's seamlessly integrated meta-analytics delivers enterprise-wide intelligence that identifies patterns, trends, sentiment, and areas for targeted improvement across workforce performance, customer loyalty, and business productivity.

OnviSource

GO FROM INSIGHTS TO BUSINESS IMPACT

Gain clear visibility into the areas that directly impact the bottom line when the power of automation and seamless integration are applied to analytics. Know, at a glance, the answers to the most important questions your company has around sales, customer experience, marketing, operational performance, and product development.

The Value of Integrated Meta-Analytics

- Identify areas of revenue generation and customer retention
- Control costs and increase productivity of frontline customer service
- Understand current customer sentiment and pinpoint market trends
- Improve brand reputation and build customers for life
- Optimize the customer journey by identifying opportunities for improvement
- Compare best practice models against historical and current interaction analytics to create more consistent experiences
- Improve key performance indicators like first call resolution, average handle time, hold times and silence
- Automatically identify and address compliance issues to avoid legal consequences and maintain the integrity of customer interactions
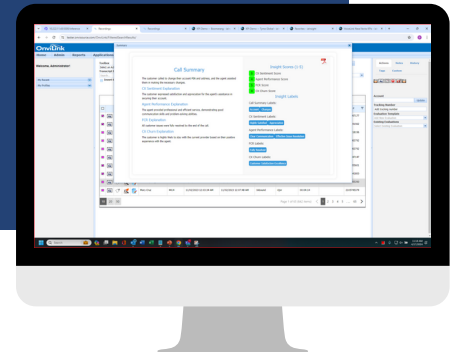
Your path to excellence for

Agents

Objective evaluations eliminate bias and ensure fairness

Assess agents adherence to scripts and guidelines

Utilize pattern analysis to identify areas of agent strengths and weaknesses

Pinpoint coaching, training and mentoring opportunities for ongoing growth

Provide agents with guidance to enhance customer satisfaction

Customers

Analyze text, tone, language, and emotion to determine sentiment Identify trends in customer sentiment over time

Summarize large volumes of enterprise-wide data into key themes and trends

Identify customer churn risks, and take targeted action

Track brand perception and adjust strategies to align with customer expectations

Business

Identify, automate, and address issues promptly based on multichannel analytics

Improve metrics, such as first-contact resolution

Adapt to changes in customer behavior, industry trends, and business requirements

Ensure operational processes remain relevant and effective

Identify bottlenecks and inefficiencies to optimize customer service processes

Features

100% AQA	Behavior analytics	Call summarization	FCR tracking
Near real-time results	Customer journey analytics	Drill-through functionality	Keyword/phrase search
Call transcription	Desktop analytics	Connected metrics	Action mining
Sentiment analytics	Unparalleled accuracy	Granular decision insights	Deep mining