

Intellecta™ Hyper Analytics

Delivering a Holistic Approach to Employee Performance Improvement, Customer Loyalty and Business Productivity.

Intellecta can analyze the customer journey in a holistic way – before, during and after service. It performs advanced analytics to assure 100% quality, compliance and first call resolution improvement. Users can automatically tap into vast stores of knowledge to discover customer sentiment, behavior and trends. And finally, users can manage big data, transcribe it and categorize its content for cost-effective use and storage.

Challenges in Today's Business Environment

Assuring quality, compliance and adherence for all interactions across multiple channels is challenging. Manual quality assurance processes can't begin to drill down into more than a small sample of these interactions. Additionally, big data generated from multiple channels can be dispersed and must first be unified and normalized before it can be of use. But within each interaction lies untapped business intelligence and valuable clues about customer sentiment, behavior and unknown trends. How does one access and make use of this much valuable data?

With so many challenges arising from digital and mobile transactions and communications, intelligent automation solutions alone are no longer adequate to deliver exceptional customer experience and loyalty. Intelligent transformation technologies are now required to remain competitive for the reasons stated above.

Intellecta AI-Driven Capabilities

Users can unify data/media for all interactions across multiple channels. Intellecta automatically analyzes content and assigns performance scores per recorded interaction. It helps manage compliance by protecting sensitive data and assisting regulatory compliance such as PCI, HIPAA and Sarbanes Oxley. At the same time, customer sentiment and behaviors can be detected to guide improvement in service and customer satisfaction. Big data derived from a large volume of interactions can be categorized by topic for easier retrieval, sharing and cost-effective archiving.

Action Mining single-layer analytics with machine learning mines unknown and hard-to-find actions. It can discover unknowns and the tenor/characteristic of interactions such as intent, purpose, emotions, soft-skills, empathy, cordiality, professionalism and more.

Deep Mining is capable of deeper and multi-level mining to discover the full story of what is happening and deliver the bottom-line actionable knowledge from an enormous amount of raw or statistical data.

Automated Features

- **Quality Assurance Analysis** for 100% of interactions and automated agent performance scoring
- **Compliance** through Media Content Modification, Redaction, and PCI to Protect Sensitive Data
- **Repeat Call Detection** for First Call Resolution Improvement
- **Subject, Sentiment and Intent and Behavior Discovery** through automated analysis
- **Big Data Management** for cost effective organization, storage and retrieval
- **Document & Media Management** using Topical Categorization and Named Entity Recognition to discover most-mentioned topics
- **Transcription** using speech-to-text technology to convert data into structured text documents that can be accessed, read and distributed.

ANALYTICS



Core Platforms & Technologies

Integrated Intellecta is an integrated part of the **ia.Enterprise™** solution suite. Our solutions are comprised of an IA service platform, an IA Core platform and an IA solution platform.

What drives all this automation is our proprietary **iMachine™** with 3 AI engines for Natural Language Process and Natural Language Understanding (NLP/NLU), Machine Learning (ML) and Deep Learning (DL).

Delivery and Usage Models

- On-premise software, Software-as-a-Service and Cloud-based services
- Users can switch between these options.
- Scale up or down as needed
- Pay-as-You-Use with SaaS and Cloud Services
- Flexible pricing and discounted options based on volume and applications

Free Customer Assistance Program

We maximize benefits, productivity and ROI through free consultation and free proofs of concept (POC) before purchase. Clients get the first 30 days of operation assistance at no charge to assure the best utilization of Intellecta in their environment.

Our free consultation and POC ensures users have nothing to lose but they will gain a great deal of insight into their own operation at no obligation.

OnviSource

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Features	Functionality	Capability & Benefits
iMachine	iMachine hyperautomation platform provides a library of services in AI, ML, DL, Conversational AI, RPA, BPA, STT, ASR, Etc.	iMachine democratizes AI, analytics and automation, and empowers non-engineers or citizen developers to create complex and customized applications.
QA Sampling	Intellecta analytics provides a customizable template for manual quality assurance and evaluation/scoring of voice interactions. Evaluation scores are automatically calculated for QA personnel and delivered into ia.Insights reporting.	<p>AQA personnel and programs benefit from a scorecard aligned with their specific needs and an automated way to score interactions without bias where results can be shared with agents and managers alike.</p> <ul style="list-style-type: none"> • Assess employees' phone skills and knowledge • Identify performance strengths and weaknesses • Rules-based call selection automatically captures an unbiased, random sample of recordings • Schedule evaluation queues daily, weekly or monthly
100% AQA of Calls Ingested	Automated quality assurance and analysis of 100% of recorded voice interactions to score performance and adherence for fast and unbiased evaluations.	All recordings ingested by Intellecta analytics will be scored so your QA personnel will only need to listen to the call(s) that did not meet your criteria.
Near Real-time Results	Automated quality assurance and analysis of 100% of recorded interactions in near-real time.	Intellecta provides near-real time results to immediately act on customer needs or agent training.
Transcription of Calls	Intellecta converts the big data into speaker-separated and structured text documents using speech-to-text conversion and text analytics to deliver immediate transcription results with each recording's automated QA evaluation, including speaker-separated results depicting who said what.	Text-based documents can be used for big data management, data mining, data and document categorization and indexing. The result is data/media that is easy to access, read, distribute and it uses far less storage space.
Keyword/Phrases Search	You can search for specific keywords and phrases in any day/week/month, as well as receive trending words/phrases that you may not have known of otherwise - giving you true business intelligence.	<p>Data derived from keyword/phrase searches and analysis can enable teams to:</p> <ul style="list-style-type: none"> • Spot trends and gather intelligence • Discover competitive mentions • Validate compliance and other transactions • Deliver more targeted training • Understand and mitigate escalations
Sentiment/Behaviors	Intellecta detects sentiment, intent, behavior and trends across speech and text. Intellecta provides a visual depiction of the sentiment and behavior of customers and agents alike as the interaction progresses. This includes periods of silence that may indicate extended hold time, extended wrap time or call avoidance. Sentiment and behavior is also highlighted within the accompanying transcription for fast identification and bookmarking.	Confirm what you expect to find and discover things you don't expect from each interaction regarding your customers' satisfaction with agents' performance, offerings, processes, business practices and policies, and more enabling managers to make informed, data-driven decisions.
First Call Resolution Improvement	Helps to improve your processes with analytics to find out what is working on calls and adjust scripts accordingly.	Supports compliance management for PCI/DSS and sensitive data. Ensure agents follow requirements and state compliance scripts as directed.

Features	Functionality	Capability & Benefits
Known/Unknown Subject Discovery	You can search for specific keywords and phrases in any day/week/month, as well as receive trending words/phrases that you may not have known of otherwise - giving you true business intelligence.	Analysis of interactions can confirm what you expect to find and discover unknowns you are not aware of already. Like keyword/phrase discoverues, the results can inform enables teams to: <ul style="list-style-type: none"> • Spot trends and gather intelligence • Discover competitive mentions • Validate compliance and other transactions • Deliver more targeted training • Understand and mitigate escalations

Advanced Features	Functionality	Capability & Benefits
Action Mining	Single-layer analytics with machine learning	Mine unknown and hard-to-find actions. Action Mining analytics can discover unknowns and the tenor/characteristic of interactions such as intent, purpose, emotions, soft-skills, empathy, cordiality, professionalism, etc.
Deep Mining	Deep Mining Analytics are capable of deeper and multi-level mining to discover the full story of what is happening and deliver the bottom-line actionable knowledge from an enormous amount of raw or statistical data.	Mine unknown and hard-to-find actions. Action Mining analytics can discover unknowns and the tenor/characteristic of interactions such as intent, purpose, emotions, soft-skills, empathy, cordiality, professionalism, etc.
Customer Journey Analytics	Unification of Interaction Analytics, Survey Analytics, Desktop Analytics, Performance KPI Analytics provides analysis of the Customer Experience at various touchpoints before/during and after service.	Extract KPIs from various customer journey touchpoints, aggregate, analyze and discover customers' experiences during the journey, both per touchpoint and as an aggregate.
Desktop Analytics	<p>Intellecta analytics integrated with the desktop to analyze and manage agents and interactions.</p> <p>Desktop analytics supports:</p> <ul style="list-style-type: none"> • PCI Compliance & Management • Agent/Employees Productivity and Work Compliance • Real-Time Detection of Critical Events, Notifications and Actions • Workflow Automation, • Process and Workflow Deficiencies, • Proper Management of Sensitive Data 	<p>Desktop analytics solutions have the potential to drastically improve the quality and reduce the cost of handling interactions in front and back-office operating environments by providing visibility into everything employees do at their desktops.</p> <p>Desktop analytics can deliver in the form of increased productivity, streamlined regulatory compliance, and the ability to help companies provide a better customer experience.</p> <p>Desktop analytics solutions can offer a range of benefits to effectively manage compliance, productivity, QA and real-time critical business actions for both front-office agents and back-office employees.</p>
Business Intelligence (BI) Reports and Dashboards	An integrated and powerful Business Intelligence platform delivers intelligent and visually engaging reports and dashboards for agents, supervisors and management with drill-down capability.	<p>Dashboards enable users to review data relevant to their business needs. Reports and dashboards allow drill-down and data can be exported for use by third-party packages.</p> <p>The dashboard provides users with both a visual representation and data-driven tables, allowing users to spot trends and actionable events when viewing dashboards and reports.</p>