

NEXE`LLECTA ANALYTICS

OnviSource
Your path to transformation



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.

**Connect, Engage,
and Activate**

Contact Center

Back Office

Enterprise



Business Transformed

Advanced capabilities that go far beyond traditional analytics

With the use of integrated Classifier AI and Generative AI, Nexellecta enables users to apply real or synthetic data for testing and validation against potential real-world scenarios, It can be trained to recognize normal patterns and deviations from these patterns such as fraud.

Key Benefits

- Identify the most impactful 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 throughout the entire customer lifecycle and across the entire enterprise
- 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

Features

100% AQA

Near real-time results

Call transcription

Sentiment analysis

Behavior analysis

Keyword/phrase search

Action mining

Deep mining

Customer journey analytics

Desktop analytics

Unparalleled accuracy

Fully customizable

Call summarization

Drill-through functionality

Connected metrics

Granular decision insights

Assessment explanations

FCR tracking



GET 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 is 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.

Your path to excellence in

Agent Performance

- Objective evaluations eliminate bias and ensure fairness
- Assess whether agents are following scripts and guidelines
- Develop customized coaching and mentoring
- Utilize pattern analysis to identify areas of agent strengths and weaknesses
- Pinpoint training opportunities for ongoing growth
- Provide agents with guidance to enhance customer satisfaction

Customer Experience

- Deliver consistently improving CX based on data-driven feedback
- Use historical data to make predictions about customer behavior
- Analyze the text, tone, language, and emotion to determine sentiment
- Identify trends in customer sentiment over time
- Summarize large volumes of customer feedback into key themes and sentiments
- Identify loyal customers, potential churn risks, and take targeted action
- Track brand perception and adjust strategies or to align with customer expectations

Business Productivity

- Easily scale to handle increased volumes of customer interactions
- Identify and address issues promptly with automated QA
- Track metrics, such as first-contact resolution
- Improve efficiency and reduce customer wait times
- 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