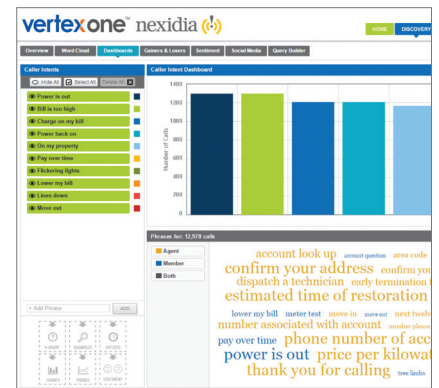


Better understand  
and respond to  
the voice of your  
customer

VertexOne Speech Analytics for Utilities helps you understand the voice of your customer, and that of your agents, through automated analysis of customer conversations. With this insight, your contact center discussions shift from reactive to proactive—improving your customers' experience and lowering your cost to serve.

## What is VertexOne Speech Analytics?

- Best-in-breed customer interaction and speech analytics software from the market leader, Nexidia, combined with industry expertise from Vertex
- Accurate, structured, and quantitative analysis of all customer conversations, giving you greater insight into customer comments and concerns
- Ready-to-use phonetic library of utility-specific terms
- Answers to key questions such as: *What are my customers calling about? Which calls are driving customer satisfaction/dissatisfaction? Which contact types could we be handling better? How are my agents representing my utility? Which calls are driving additional contacts?*
- A core capability for the best-run contact centers



A dashboard showing call drivers and a word cloud summarizes why your customers are calling.



## Business value delivered?

- Improved customer interaction
  - Increase First Call Resolution through tools that identify coaching and training needs
- Increased customer satisfaction
  - Make insight-driven decisions about how to best improve customer experience
- Improved sales conversion and retention rates
  - Use customer feedback to drive improvements in products, services, pricing and policy
  - Identify and adopt consistently successful sales conversion and retention techniques across teams
- Increased profitability
  - Perform real-time scans of calls, and alert agents and/or supervisors to specific issues

In the field of customer analytics, listening and responding to the “voice of the customer” via speech analytics is becoming an indispensable capability for the best-run contact centers. Now, utilities can leverage valuable business insights buried within their recorded customer conversations using VertexOne Speech Analytics for Utilities.



### CONTACT US

#### CHIRAG SHAH

Director, Applied Analytics  
chirag.shah@vertexgroup.com  
847-903-9864

[vertexone.net](https://vertexone.net)