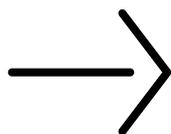




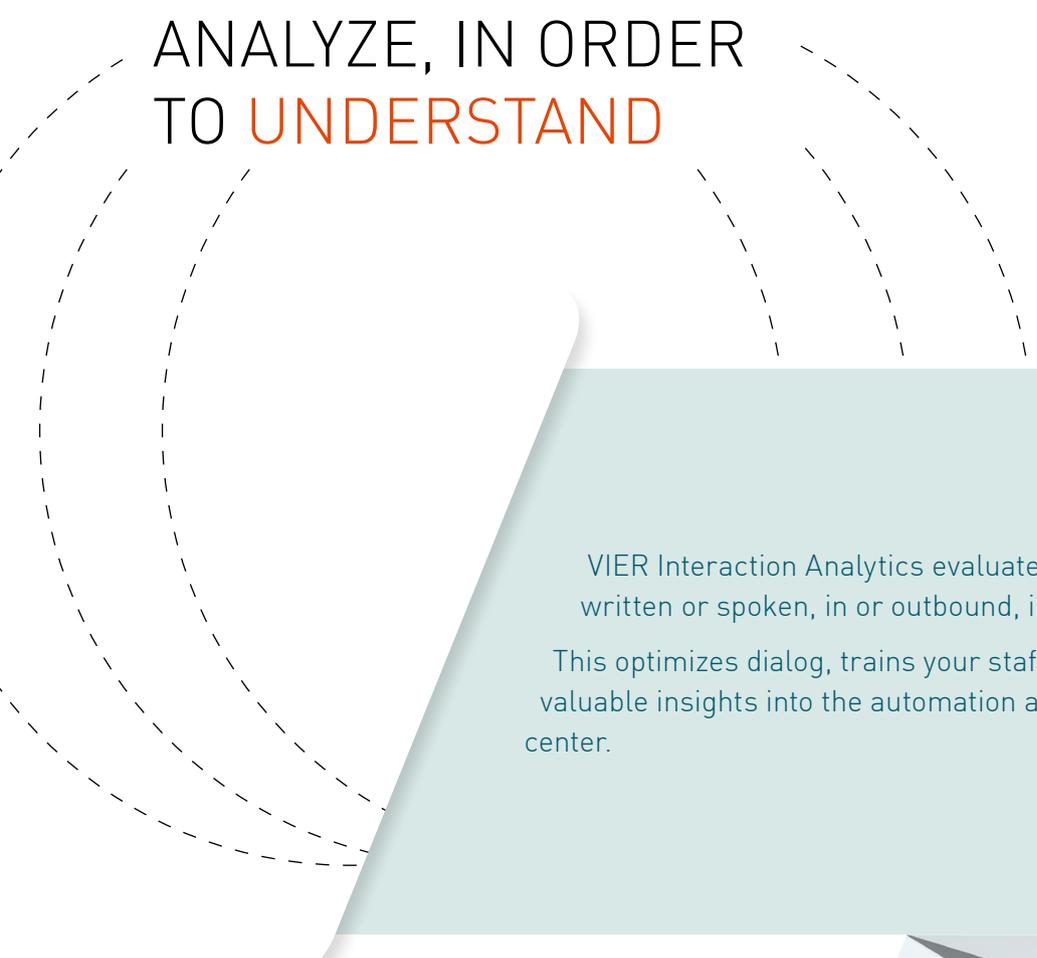
VIER **evolve**



## INTERACTION **ANALYTICS**



Optimize service and Sales  
with speech and text analysis.



# ANALYZE, IN ORDER TO UNDERSTAND

VIER Interaction Analytics evaluates every interaction, whether written or spoken, in or outbound, in service or sales.

This optimizes dialog, trains your staff, and provides you with valuable insights into the automation and optimization of your contact center.





## POTENTIAL APPLICATIONS

Thanks to the fully automated analysis, content is easy to find, key phrases can be evaluated, and trends can be visualized. The solution has a wide range of applications: quality management, coaching, and service provider management in the contact center as well as adherence to compliance requirements on the phone.

Optimized customer communication leads to increased sales success. And market potential is identified by spotting trends and themes.

*"By using VIER Interaction Analytics, we can evaluate the quality of nearly every phone call: With VIER, the test rate increased from 3% to 95% with the same personnel costs!"*

**Matthias Schmidt**  
Head of Sales SME & Strategic Partner  
mobile.de

How VIER Interaction Analytics helps to make, savings across the board\*:

- › Increasing closing rates in the call center by up to 25 percent
- › Reducing call times by more than 5 percent
- › Increasing first call resolution rate by up to 10 percent
- › Decreasing training time by up to 33 percent
- › Reducing preparation time for coaching by 75 percent

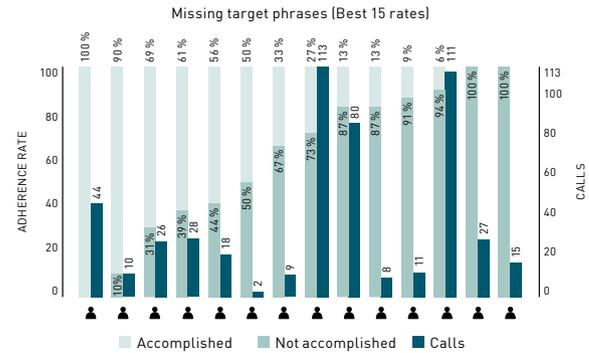
\*Experience from projects

## > IT HAS TO BE SAID

Make sure that essential elements of the dialog are said, such as the agreed greeting, target phrases like "Is there anything else I can help you with?" addressing the customer by name, and the correct closing statement. This makes it easy for clients to recognize quality customer service. And service providers can demonstrate this to their clients.

The software also detects when agents are too eager in their customer service. That means: The customer will be unhappy if they are constantly interrupted. Targeted coaching can help to effectively counter this problem and significantly increase customer satisfaction. Listening and letting them finish is part of the service!

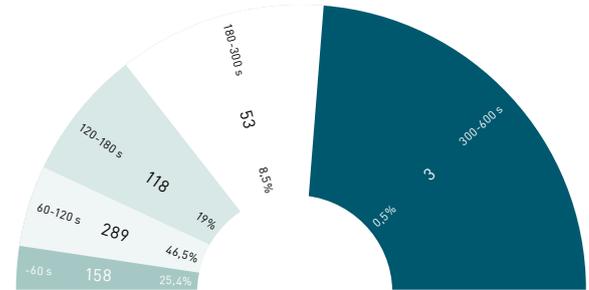
Phrasentracker: Greeting and closing statement



## > SILENCE IS...

...not always golden! Using speech analysis, you can identify and document unnecessary pauses in the conversation by frequency and length – as these may unsettle the other person on the phone and/or suggest incompetence. An alert system registers when agents are silent too often or for too long. Thanks to AI, you're not only identifying that calls are lasting longer, but also why.

Average call length

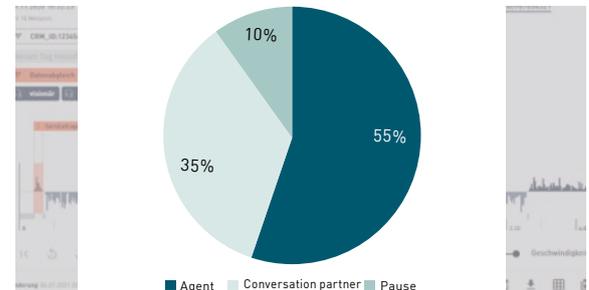


## > SAVE THE BEST FOR LAST.

Thanks to continuous call optimization with VIER Interaction Analytics, you increase sales per employee. You end up with a tailored conversation. The average handlingtime (AHT) decreases and the first contact resolution (FCR) increases.

Plus: objective, fair performance assessment increases employee satisfaction and loyalty!

Conversation





## THE ABILITY TO HEAR EVERY WORD.

The VIER speech and text analysis software offers numerous benefits to both customers and employees: You hear both what your customers want and how your employees make phone calls.

VIER Interaction Analytics reveals why your customers are calling, what they want as well as trends and current issues. You can coach your employees more effectively, easily check compliance requirements, and simplify quality management.

An all-in-one solution that is easy to use and quickly operational.

- › More sales per employee thanks to tailored customer communication
- › Shorter call lengths and higher first contact resolution rate
- › Lower staff turnover due to objective and fair employee performance assessment
- › More time for effective coaching thanks to quick and precise analysis
- › Allocate customer requests and work more effectively
- › Increase in quality of service and improved FCR (first contact resolution)

# VIER IS REINVENTING CUSTOMER DIALOG.

Want to advance your company with VIER evolve?  
We'd be happy to arrange a no-obligation  
appointment to determine your needs.

Simply give us a call at:  
**+49 511 95 73 95 1111**

Or send an email to:  
**sales@vier.ai**

VIER is paving the way for the future of customer communication.  
4Com, voiXen, parlamind, Lindenbaum, PRECIRE and cognesys  
come together for the combined expertise of VIER.

The only complete communication solution in Europe:  
secure data, German Cloud, and local contacts.

VIER GmbH



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