

Speech Analytics

Boost Agent and Supervisor Performance with automated Quality Management and advanced search analytics

Increase Sales by automatically identifying and replicating top-performing sales techniques and best practices

Improve Customer Experience by monitoring peak dynamics to optimize resource allocation and planning

Increase Cost Savings by identifying opportunities for process automation, reducing Average Handling Time, and digitizing interactions

Enhance Security through real-time alerts ensuring script compliance, adherence to regulatory standards, and effective governance

FIRST CLASS SUPPORT FOR LARGE LANGUAGE MODELS & OMNICHANNEL SYNERGY:

Leveraging LLMs: Speech Analytics benefits from the intelligent utilization of state-of-the-art LLMs* and integrates seamlessly with Spitch Virtual Assistants thanks to a unified NLU core.

Omnichannel Synergy: Spitch's platform seamlessly synchronizes Speech Analytics with tools such as Chat Platform (CP), Voice Biometrics (VB), Knowledge Base (KB), and Agent Assistant Suite (AA).

* LLM: Large Language Model

Speech Analytics optimizes customer and agent interactions across all voice and text channels

UNIQUE BUSINESS BENEFITS:

- **Streamlined Conversations:** All-in-one solution for conversation warehousing, search, and content analysis.
- **Intelligent Recommendations:** AI-driven insights align with industry best practices and adapt to your unique business needs.
- **Precision Analysis:** Advanced intent recognition, adaptable markers, and automated quality assurance elevate performance.
- **Smooth Deployments** in the cloud or on-premises in your own data center.

SA

Speech Analytics for search and content analysis



Demo video



Spitch is a global provider of B2B and B2C Conversational AI solutions, founded in Switzerland in 2014, with a strong presence in Europe and North America



A FEATURE-RICH PLATFORM:

- Quality Management and Quality Assurance
- Interaction Summarization
- Call anomaly detection
- Sentiment Analysis
- Script based compliance templating
- Voice Search by similarity
- Advanced Custom Visualizations
- Customizable Dashboards
- Sophisticated Low-Code/No-Code report builder
- Complex Search and Marker Construction
- Automatic, Customizable Redaction and Anonymization – Text and Audio
- Ticketing System integrations
- Fine-grained Access Controls with SSO, LDAP, Active Directory integrations
- Voice Morphing for anonymization
- Third Party BI Compatibility



Spitch provides a full stack omnichannel conversational AI suite that elevates customer experience and reduces costs.

VA Virtual Assistants

SA Speech Analytics

VB Voice Biometrics

CP Chat Platform

KB Knowledge Base

AA Agent Assistant Suite

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