

Five9 Interaction Analytics

Insights into customer experience and agent performance across all channels

Five9 Interaction Analytics enables your team to get up to speed rapidly and gain valuable insights into the experience customers receive across all interaction channels. This is true for contact center managers, quality management staff, and analysts. It starts with the ability to find the right interactions quickly for issue resolution, quality management, or in groups for trending and other analytics.

Five9 Interaction Analytics indexes and transcribes all of your captured voice, email, and chat interactions, giving you the power to perform critical searches and automate your most time-consuming quality processes. You can search for any word or phrase anytime, now or in the future. For trending analysis, a word cloud identifies words or phrases that may be increasing in frequency, signaling a need for attention.

Advanced search features lead you to the point in the interaction where a key word or phrase is located, and displays the conversation leading up to the word or phrase. Critical trends present themselves within a short time of reviewing selected interactions.

Discover Valuable Insight Hidden in Every Recorded Call

Large vocabulary continuous speech recognition (LVCSR) technology provides transcriptions of every recorded call. With LVCSR speech to text processing, voice conversations may be analyzed for content, emotion, and acoustics, enabling much deeper insight into each interaction. Conversation transcripts can be shown during playback, along with the ability to seek out key parts of the conversation. LVCSR technology enables analytics using textual contents to support issue resolution, automated quality management, and analytics that identify and leverage customer sentiment.

Quickly Filter Interactions Based on Business Issues

Powerful query capabilities enable contact centers to easily perform targeted analysis of interactions. Queries are quickly built using combinations of metadata (i.e., agent, skill, duration, etc.), analytic results (i.e., topic,



Features

- Voice and text interaction analysis
- Automatic topic identification
- Trend and root-cause analysis
- Powerful query and ad-hoc analysis capabilities
- Multiple language support including multiple languages within a single interaction
- Emotion detection (for calls)
- Automatic quality scoring and evaluation assignment

Benefits

- Uncover valuable business insights hidden in customer interactions
- Understand the omnichannel customer experience across channels
- Improve business outcomes like first contact resolution and customer retention
- Track and act on trends with products or services
- Improve efficiency and effectiveness of quality programs
- Search quickly and answer your company's most important questions

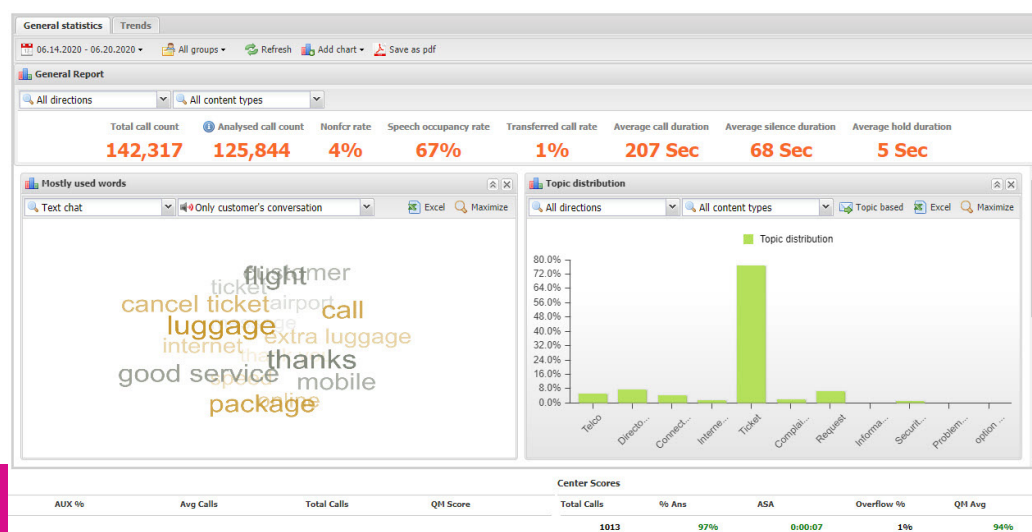


Figure 1:

Quickly pinpoint emerging trends with word clouds and topic frequency charts.

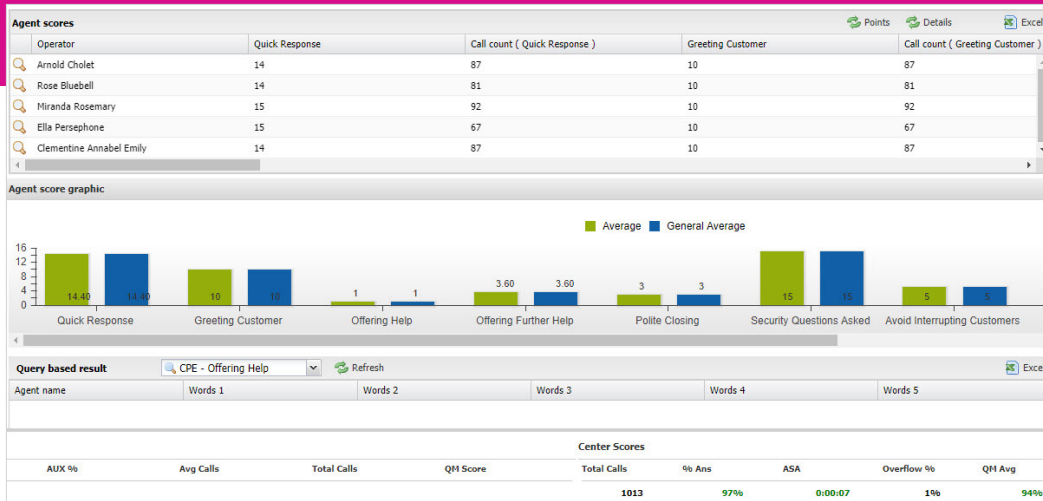


Figure 2:
Improve quality program effectiveness with automated interaction scoring.

word/phrase, FCR, etc.), and for voice calls acoustic parameters and emotion (i.e., anger, silence, interrupt, etc.) to isolate interactions based on key business issues.

Automated Evaluations Streamline Quality Management

Five9 Interaction Analytics helps you objectively evaluate agent performance to take the proper course of action to improve agent performance. Five9 Interaction Analytics empowers quality managers by providing the ability to automatically review 100% of captured customer interactions across all contact channels. Quality managers may select textual and other criteria including acoustic and emotional properties for automated review.

You can use this feature to easily review each and every captured interaction for policy compliance, script adherence, and overall service quality. Criteria can be configured to identify interactions for in-depth manual quality review to further refine the process and improve the use of valuable QM resources. Unlocking the power of our automated tools boosts productivity, improves script adherence, automates compliance tracking, and helps you discover new trends while identifying additional opportunities for improvement.

Identify Trends Quickly for Service, Sales, and Marketing Efforts

Five9 Interaction Analytics enables you to take an objective view of your products and services through the eyes of the customer to alert you to their needs, behaviors, concerns, and pain points. AI technology unlocks powerful analytics features that identify issues and trends while helping to predict customer behavior.

Our statistical comparison feature looks at data from different interaction groups or agent groups to quickly show where a problem may be emerging, or what the differentiator is between a group of successful agents compared to less successful agents. Similarly, you can spot emerging trends to quickly address a product issue or react to an emerging opportunity.

Learn More

Want to learn more about how Five9 Interaction Analytics can help you identify trends, evaluate agent performance, and improve customer experience to help you provide the best possible customer experiences? To get started, visit www.five9.com or call **1-800-553-8159**.



3001 Bishop Drive, Suite 350
San Ramon, CA 94583
925.201.2000

www.five9.com

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating billions of customer engagements annually. Five9 provides end-to-end solutions with digital engagement, analytics, workforce optimization and AI to increase agent productivity and deliver tangible business results. The Five9 platform is reliable, secure, compliant and scalable. Designed to help customers reimagine their customer experience, the Five9 platform connects the contact center to the business while delivering exceptional customer experiences that build loyalty and trust.

For more information visit www.five9.com or call **1-800-553-8159**.

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. The names and logos of third party products and companies in this document are the property of their respective owners and may also be trademarks. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright ©2021 Five9, Inc. 12521