

AMPLIFY – AI Powered Analytics Platform

Enhance Your Customer Experience With Real-Time Speech-to-Text Conversion & Analytics



Introduction

As per Forbes, Customer Call Centers are becoming a critical touch point for businesses and a moment of truth for customers – when a **three-minute phone call can make or break a valuable relationship.**

- The best Customer Service Organizations will rule the **Digital Economy**
- Approximately **60 million conversations recorded every day** contains invaluable intel on Customer's Pulse,
 - Churn
 - Aspirations
 - Feedback
 - Need and Upsell opportunities
- With AMPLIFY you can sense the pulse of your customer instantly
- Its advanced **Large Vocabulary Continuous Speech Recognition (LVCSR)** algorithms can convert endless speech patterns into high accuracy text.
- Its AI engine can intelligently classify interactions into **Actionable Sentiment Analyzer bins**
- Its recommendation engine suggests best next step to AMPLIFY your customer channels' ability to **extend a VIP concierge service to every customer.**



The need for speech recognition

Rapid detection of customer frustration

55%

32%

Increase sales and collections

Quick identification of customer intent and resolution of issues

52%

30%

Compliance with relevant laws and regulation

Support of workforce optimization strategies

50%

27%

Fraud detection and fraud-loss prevention

Operating cost control

48%

23%

To support intelligent transfer and escalation of service calls

Discover "root cause" of customer experience failures

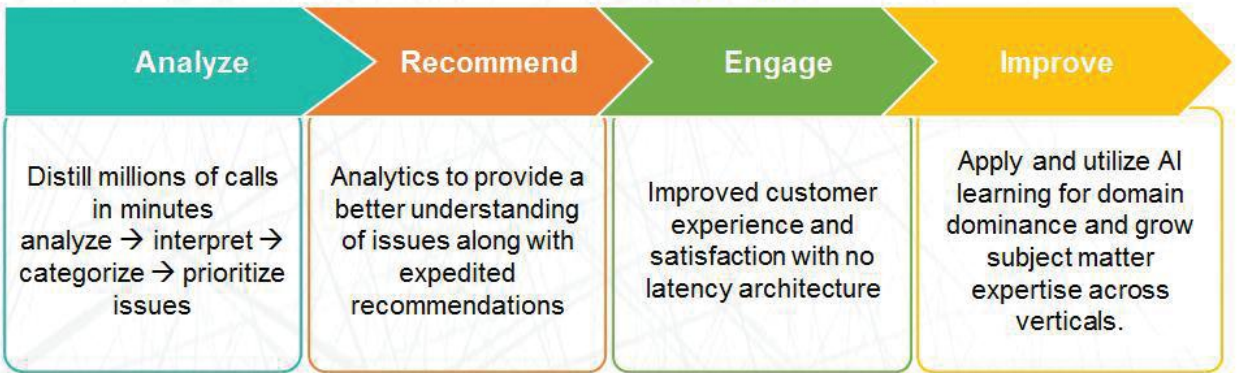
48%

About AMPLIFY

Xavient’s AMPLIFY, an AI Powered Analytics Platform not just recognizes the voice of your customer, it understands them.

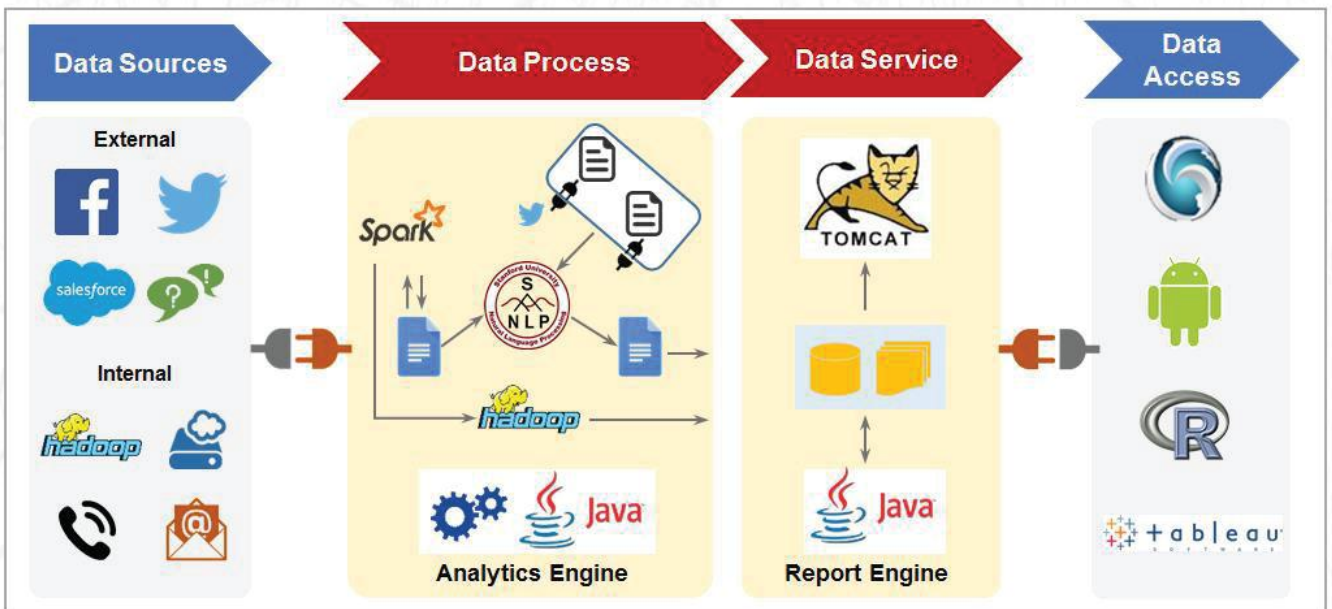
AMPLIFY converts customer interactions aggregated from various channels into intelligent patterns, detects issues, and drives recommended actions. The benefits include:

- Increased productivity and Net Promoter Scores
- Proactive outreach to dissatisfied customers thereby reducing churn
- First Call Resolution in call centers
- Personalized upsell opportunities, decreased issues and increased number of delighted customers



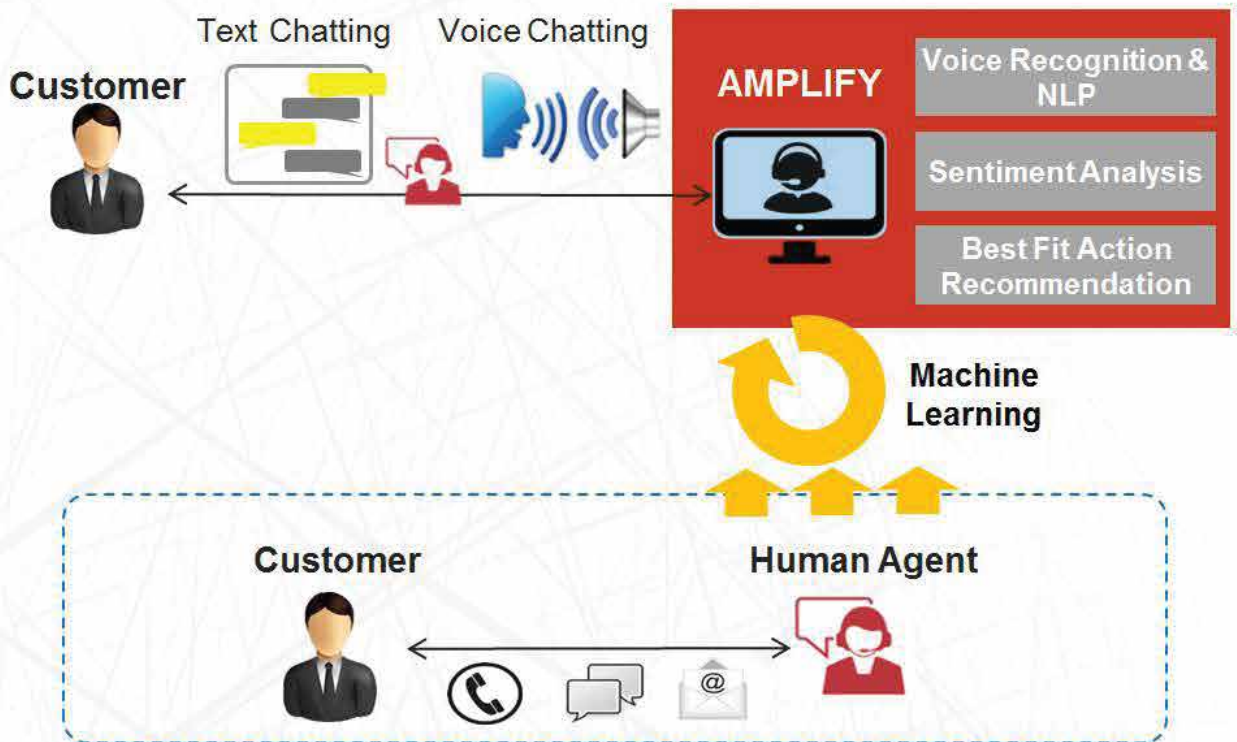
Architecture

Xavient’s Analytics Engine typically sits atop the data funneled through all three tiers and multiple channels to decipher customer intents with reliable probability thereby picking critical issues that need immediate resolution besides pointing to the next best course of action.

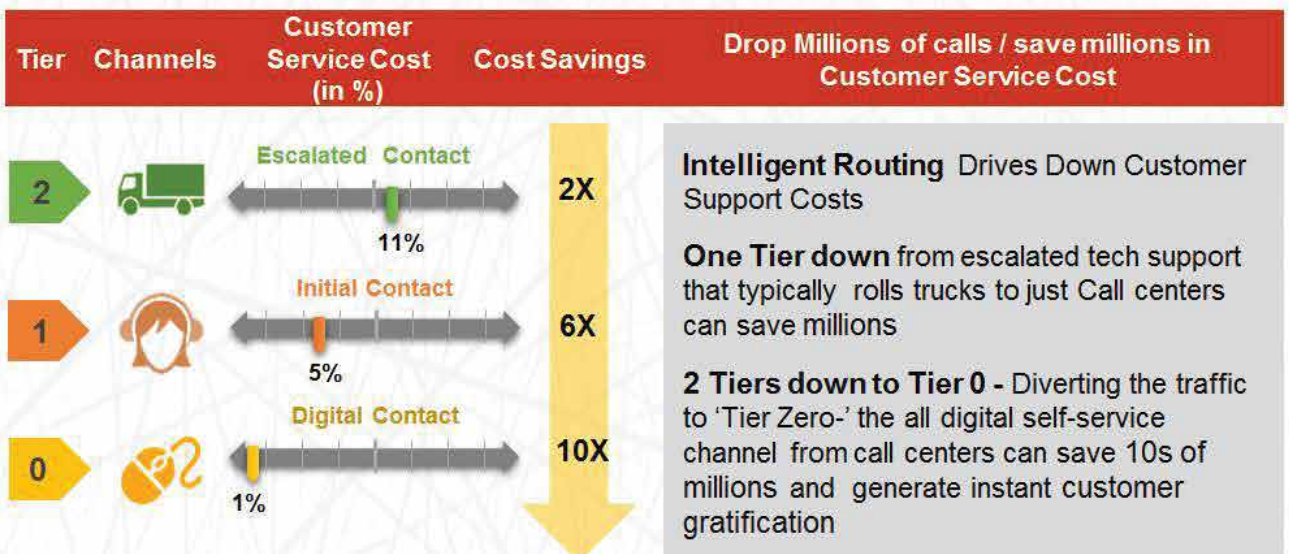


How it Works?

AMPLIFY utilizes **Voice Recognition, Natural Language Processing and AI Technology** to process & analyze agent-to-customer interaction.



Cost Savings



Key Features



About Xavient Digital, powered by TELUS International

- Headquartered in Simi Valley, CA, Xavient Digital, powered by TELUS International (Formerly Xavient Information Systems), is a leading provider of global IT and engineering services and solutions. Since its inception in 2002, Xavient has grown to be a tier-one IT Professional Services and Solutions provider for telecommunication, broadcasting, manufacturing, retail, and healthcare companies.
- It is the preferred transformation partner across product and vendor evaluation; business process re-engineering; outsourcing and off-shoring; product implementation; custom solution development and IT professional services for several Fortune 1000 companies.
- Xavient leverages its proven expertise in Global Delivery Models with centers of excellence in Application Development, QA & Testing, Managed IT Infrastructure services and IT Application & Production environment.

TURN TO XAVIENT AI LABS FOR SOLUTIONS TO POWER YOUR ENTERPRISE CUSTOMER EXPERIENCE

U.S.A.

Corporate Location:
Los Angeles, California
2125 Madera Rd, Suite B;
Simi Valley, CA 93065.
Main Line: 1.805.955.4111

INDIA

New Delhi
54, NSEZ
Phase -2, Noida
Main Line: 91.120.4532000
Fax No: 91.120.4240948

Bengaluru
First Floor, Ifina Design
Center, Plot No. 380, 3rd Block,
16th Main Road, Koramangala,
Bengaluru-560034