



Mister Speech Analytics

A MISTER Call Analytics application



*Discover
intelligence*



Discover Intelligence

Mister Speech Analytics provides the ability to automatically analyze recorded calls quickly and efficiently by identifying and categorizing speech characteristics. By highlighting the calls of interest and the specific issue within each call, **Mister Speech Analytics** provides an easy way to identify these calls, thus help improve agent interactive training, agent performance and customer experience.



Business Benefits

- Enhance customer experience
- Identify cross sales opportunities
- Help resolve issues and crises management
- Identify potential workflow issues
- Increase First Call Resolution Rates
- Improves Agent Performance
- Instantly Reduces Call Handling Time
- Provide customer service quality analysis
- Reduce customer attrition
- Gain the ability to be proactive and act faster

Key Features

Near real-time speech to text



Search calls for specific spoken words by either calling party. It is based on highly-accurate, large-vocabulary recognition system with improved accuracy even for noisy and reverberant environments.

Call Silence Detections



Identify calls that contain segments of X seconds of silence.

Cross-Talk Detection



Identify calls that contain segments of X seconds of talk over

Calling parties' Emotion Detection



Identify calling parties' emotions and gender

Sample Speech Analytics Screenshots

MISTER Speech Analytics

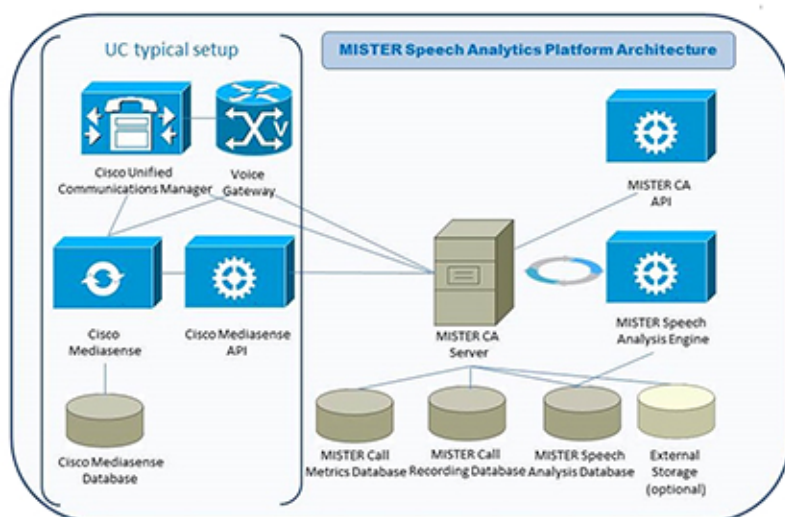
Configuration | Reporting | Billing | Quality Metrics | Other

Speech Analytics | Daily (Until 7 Days Ago)

188 Calls Found... Duration: 04:56:52 Refresh every 0 sec 25/06/2013 View Calls for Today Display 20 Results p.p

SITE	DEPARTMENT	NAME	EXTENSION	ID	TIME	DURATION	PHOTOPRINTS	SILENCE DETECTION	INX OVER	GENDER	ALERT
ES-RKD	undefined	undefined	262	1	11:01:00	00:00:31	262, 202	✓	✓	Male	✓
ES-RKD	undefined	Written Remarks	148	0	11:01:39	00:00:24	148, 119	✓	✓	Male	✓
ES-RKD	undefined	Written Remarks	148	0	11:07:39	00:00:33	148, 302	✓	✓	Female	✓
ES-RKD	undefined	undefined	264	1	11:07:47	00:00:35	264, 2242080101	✓	✓	Male	✓
ES-RKD	Management	Reception	180	1	11:07:47	00:00:30	180, 2242080101	✓	✓	Female	✓
ES-RKD	undefined	undefined	264	1	11:07:47	00:00:35	264, 2242080101	✓	✓	Female	✓
ES-RKD	undefined	Written Remarks	148	0	11:06:58	00:00:25	148, 694250101	✓	✓	Male	✓
ES-RKD	undefined	undefined	265	1	11:03:52	00:00:30	265, 2241114027	✓	✓	Male	✓
ES-RKD	Management	Veronica Greis	302	0	11:40:17	00:01:50	302, 2241263227	✓	✓	Female	✓
ES-RKD	undefined	undefined	266	1	11:42:08	00:00:34	266, 2242067979	✓	✓	Male	✓
ES-RKD	Management	Reception	180	1	11:42:08	00:00:30	180, 2242067979	✓	✓	Female	✓
ES-RKD	undefined	undefined	267	1	11:41:32	00:00:35	267, 2279032932	✓	✓	Male	✓
ES-RKD	Management	Reception	180	1	11:41:32	00:02:03	180, 2279032932	✓	✓	Female	✓
ES-RKD	Management	Veronica Greis	302	0	11:40:58	00:01:48	302, 2241263227	✓	✓	Male	✓
ES-RKD	undefined	undefined	268	1	11:40:47	00:00:07	268, 2242022010	✓	✓	Male	✓
ES-RKD	Callroom	undefined	345	0	11:38:00	00:00:40	345, 2242072094	✓	✓	Female	✓
ES-RKD	undefined	undefined	269	1	11:38:03	00:00:06	269, 2241114027	✓	✓	Male	✓
ES-RKD	test user	test user		0	11:35:08	00:00:35	261	✓	✓	Female	✓
ES-RKD	test user	test user		0	11:35:08	00:00:35	261	✓	✓	Female	✓
ES-RKD	undefined	undefined	260	1	11:01:53	00:00:09	260, 2242032003	✓	✓	Male	✓

MISTER CA Speech Analytics Platform Architecture



Technical Specifications

Supported Audio files	.wav
Server Operating System	Microsoft Windows 2008/2012 32-bit/64-bit Microsoft Windows 7/8 32-bit/64-bit
Database Server	SQL Server Express 2008 or later
Application Server	Microsoft IIS 7.0 or later
Storage	500GB
Supported Client Browsers	Internet Explorer 8.0 or later Mozilla Firefox 1.x or later Google Chrome
Supported Language	English, German, Greek

Mister Call Analytics is a portfolio of value-added applications for IP based PBXs. It consists of Call Metrics (accounting-billing-cost control etc), Audio and Video Call Recording, Speech Analytics, Wallboards and Dashboards, and real time reporting Apps.

RTELWorld is a leading Information and Communication Technologies service provider and software developer in SE Europe. RTELWorld is committed to innovation, product enhancement and customer satisfaction.



1st Klm Rhodes Kallithea Ave
Rhodes 85100 Greece
t: +30 22410 61031
m: info@rtelworld.com
f: +30 22410 61032
www.rtelworld.com



Speech Analytics