



6

OF THE MOST COMMON APPROACHES

TO CALL CENTER ANALYTICS



CALL CENTER SPEECH ANALYTICS

- Involves monitoring calls in real time
- Helps companies make process improvements, such as moving to a call script



CALL CENTER TEXT ANALYTICS

- Review and monitor written messages sent to customers
- Analyze messages customer send to the company



PREDICTIVE ANALYTICS

- Review past performance to apply solutions to upcoming problems
- One example: How many call agents will the company need staffed on Christmas Day?



SELF-SERVICE ANALYTICS

- Help customers fix things themselves, such as updating their address
- Provide self-service options to free agents up for more intensive customer service needs



CALL CENTER DESKTOP ANALYTICS

- In-depth analytics of the agent's activities on their computer when resolving issues helps determine inefficiencies
- Can lead to significant process improvements



CROSS-CHANNEL ANALYTICS

- Determine which customer service channels customers are using
- Tailor resolutions to how customers already interact with the company

Call Center Guide

Marco Cascella



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