



Analyze

Analyze conversations and provide actionable insights to drive performance

U-Analyze provides the full picture of your customer interactions and the knowledge to make informed decisions. The average contact center samples less than 1% of calls. In the increasingly competitive world of customer experience, every bit of customer insight is valuable.

U-Analyze efficiently analyzes 100% of all customer interactions across voice, chat and email for a deeper understanding of customer needs, preferences and behaviors. Powered by AI, U-Analyze mines customer conversations for patterns, keywords, topics, sentiment and potential issues to help reduce customer churn and increase ROI. With U-Analyze, businesses can audit calls to uncover friction points and improve agent performance and compliance.

Drive informed and impactful decision making with:

- 100% of interactions analyzed
- Multilingual language identification
- Interactive coaching dashboard
- Customized business-driven reports
- Enhanced search and discovery of “key moments”

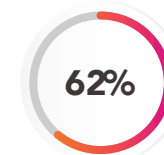
U-Analyze’s Impact



Of all customers conversations captured



Reduction in compliance auditing effort



Reduction in fraud sales practice



Get the Insights You Need to Start Driving Impact

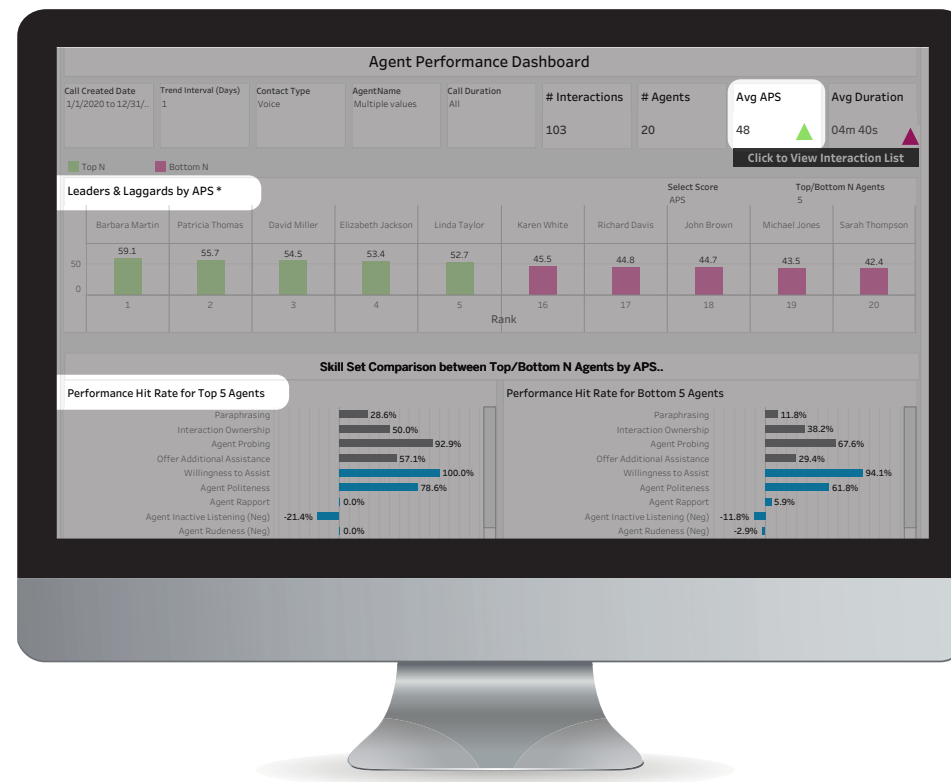
U-Analyze offers two solutions: **U-Analyze Bolt** evaluates and improves agent performance with automated agent quality management; **U-Analyze Max** offers all the benefits of Bolt, plus conversational analytics.

U-Analyze Bolt

Time is money, and supervisors can't afford to listen to an entire call to understand why it received the respective score. Bolt automatically scores and identifies calls that require quality attention.

U-Analyze Bolt provides:

- **Streamlined agent coaching** – Make data driven decisions with automated feedback logging, tracking and scoring between quality analysts and agents.
- **Interactive dashboard** – Get a holistic view of agent performance scores that can be used out of the box or easily customized to match your unique business needs. Drill down into each dashboard to find the key moments in the call for coaching and guidance to the agents.
- **Smart call sampling** – Allow quality managers to spend time on the calls that really need attention. Understand the reasons for low agent performance scores and make an impact on agent performance.



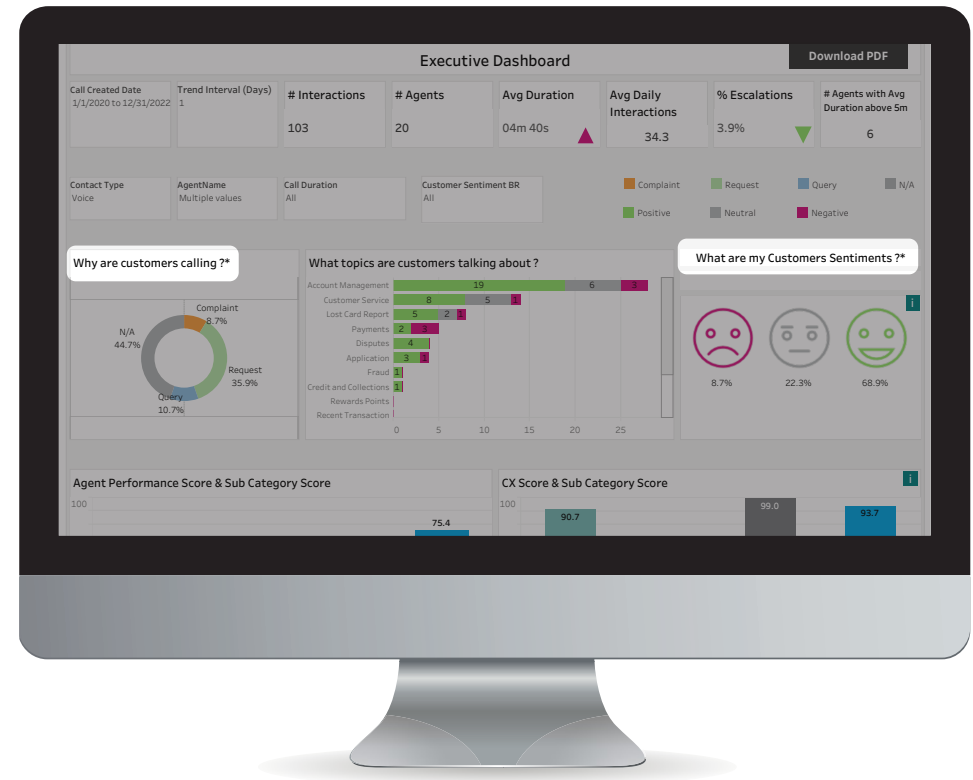


U-Analyze Max

Data is abundant. U-Analyze Max helps analysts, supervisors and operators understand business drivers, pinpoint opportunities, and make the best decisions which can be time-consuming and overwhelming.

U-Analyze Max provides:

- **Customized business-centric reporting** – U-Analyze Max offers customized reporting on why customers are calling, what topics are customers talking about, what are the customer sentiments, etc.
- **Deep call driver analysis** – Identify, assess and understand call drivers for churn, high call volume, low CSAT scores and more using keyword spotting along with sentiment and tonal analysis.
- **Connected customer journey analytics** – Analyze call, text and email to see the connection points across a customer’s journey, not just single channel customer interactions.
- **Market research and trend analysis** – Detect client behavior using smart sampling and smart search capabilities and see how customers are responding to new product launches, campaigns and much more.
- **Accurately capture the voice of the customer (VOC)** – U-Analyze captures both the agent and customer sentiment to provide a more accurate representation of customer experiences along with tonal analysis.



U-Analyze at a Glance: Bolt vs. Max

Helping you make informed decisions by analyzing entire customer interactions:

Features	Bolt	Max
Agent Performance coaching	✓	✓
Conversational business Intelligence		✓
Customized dashboards		✓
Customer experience/Voice of the Customer		✓

The Uniphore Difference

Analytics that go beyond optimizing the contact center to drive a deeper understanding of your customers' needs

Tap into the full value of your conversations and unlock insights for analysts and supervisors tied to business performance. U-Analyze surfaces trends and topics driving customer calls that shape strategic planning and operational improvements. The possibilities are endless with U-Analyze – Identify upsell/cross-sell opportunities, track compliance, etc.

Platform Partners



Testimonial



“Uniphore transformed our quality and compliance efforts, saving our analysts’ time, enabling us to monitor every conversation with investors and improving compliance scores. Better yet, we’re now able to gain actionable insights from the voice of the customer to help us improve the investor engagement and experience.”

Senior Vice President of business solutions and change management for a large international banking group

Evaluating a Speech Analytics Solution?

Check out our [Analytics Buyers Guide](#)

