

## OVERVIEW

# Nexidia Capture & Nexidia Scan



Speech analytics offers companies a powerful opportunity to extract meaningful business intelligence from calls. But Nexidia has taken that opportunity to a whole new level by providing contact centers with the products needed to convert that analysis from an after call activity to one that happens live. By performing speech analysis in real-time, information that directly impacts the call can be instantly shared with agents. And when real-time analysis is combined with traditional post-call analysis of audio and screen, call centers gain full visibility into the agent performances and business processes affecting their customers.

### INTEGRATE DIRECTLY INTO THE SWITCHING ENVIRONMENT

In order to successfully analyze audio, the first step is to capture the calls and meta-data associated with them. Nexidia Capture, a product within the Nexidia Enterprise Speech Intelligence suite, allows contact centers to bypass legacy call recording platforms and record the calls and meta-data information directly from the switching environment. By integrating directly into both traditional (TDM) and Voice over Internet Protocol (VoIP)-based networks, Nexidia simplifies the process of implementing speech analytics on a broad scale. The recordings are stored in a standard file system

*Integration of screen and audio capture provides a complete view of call activities.*

architecture, thus reducing the overall cost and providing the contact center with open standards access to its own recordings, enabling the contact center to derive immediate benefit from in-depth analysis of the voice of the customer.

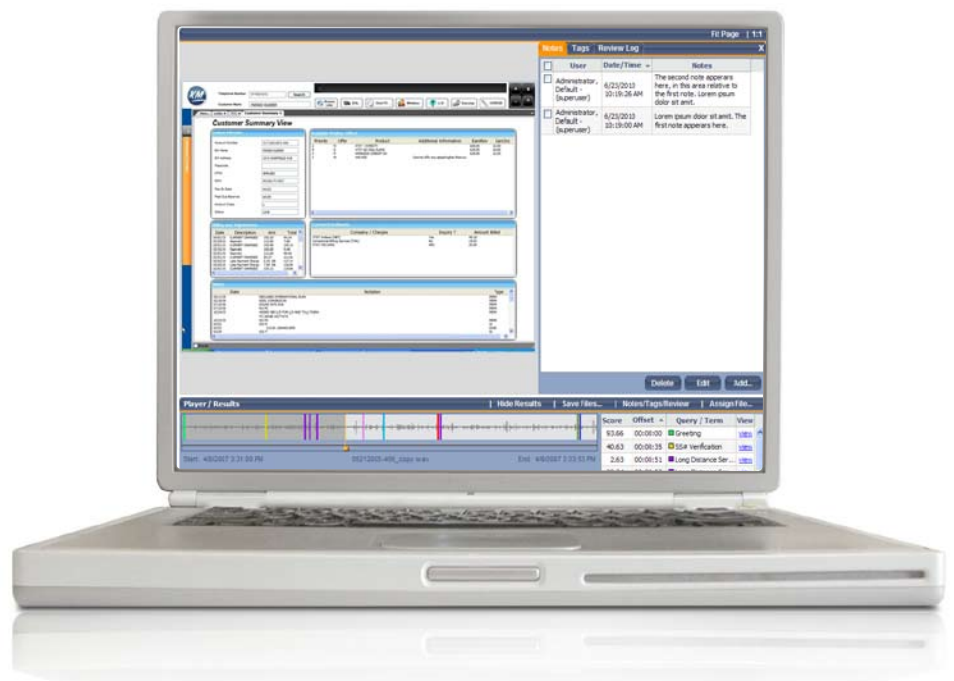
### SEE THE WHOLE PICTURE

As an option, Nexidia Capture may be configured to capture the screen activity of the agent involved in a call. Analysts, quality managers, and even supervisors then have access to a synchronized audio and video record of the transaction. Contact centers configure the screen capture feature to record the desktops either randomly, on a schedule, or as triggered by Nexidia Scan when it discovers important topics in the audio—

in real-time. When combined with the rest of the Nexidia Enterprise Speech Intelligence suite, Nexidia Capture enables contact centers to enhance their quality management processes to deliver new heights of business value.

### LEVERAGE CORE AUDIO PROCESSING CAPABILITIES

Nexidia Scan, also a module of the Nexidia Enterprise Speech Intelligence suite, delivers speech analysis results to the contact center in real-time. Nexidia Scan includes a set of application programming interfaces (APIs) that enable it to notify other systems, such as agent desktop automation or supervisor notification systems, when important





business topics are spoken. With Nexidia Scan, call centers now have the ability to incorporate what has traditionally been “back-end” analysis of recorded calls directly into the live call stream for real-time monitoring of customer/agent interactions. Applying speech analytics during the actual calls helps drive agent productivity and improve customer service. Nexidia Scan benefits from Nexidia’s ability to process up to 1,000 streams of audio in real-time on a single server, making it an economical solution for even the largest contact centers.

#### **DELIVER CRITICAL INFORMATION TO AGENTS IN REAL-TIME**

One of the challenges agents face is learning to handle multiple issues relating to a company’s operations. While this information may exist in the corporate knowledge base, it still takes time during a call for the agent to retrieve the correct information and bring this back to the

customer, which increases the costs for handling the call and can lead to decreased satisfaction as customers wait on the line. Nexidia Scan solves this problem by monitoring calls in real-time and identifying those topics that require more information to handle. When those topics are referenced, the system automatically retrieves pertinent information from the contact center’s knowledge base and presents it directly on-screen so the agent can more efficiently handle the call. This can provide immediate benefit to the bottom line by helping to reduce the average handle time, improving first call resolution and increasing sales by providing real-time prompts to agents when opportunities for up-sell or cross-sell occur.

For more information, please contact us at [info@nexidia.com](mailto:info@nexidia.com).

**Nexidia – Headquarters** +1 (866) 355 1241  
3565 Piedmont Road NE, Building Two, Suite 400, Atlanta, GA 30305, USA

**Nexidia – UK** +44 (0)20 8973 2440  
Gainsborough House, 2 Sheen Road, Richmond TW9 1AE, United Kingdom