

OVERVIEW

Nexidia Enterprise Speech Intelligence

Collections Edition



Nexidia's ESI Collections Edition expressly serves the needs of the Collections industry – to manage agent performance, maximize recovery rates, and improve regulatory compliance – while easily integrating into any existing system.

Nexidia's speech analytics technology empowers your organization with critical information to reduce risk by isolating potential fraud issues and pinpointing and correcting inappropriate agent behavior. This can reduce or avoid violations of government regulations, legal fees, and fines, while simultaneously increasing collector performance.

ESI Collections Edition adds the value of speech analytics by allowing unlimited,

repeated searching across any volume of recorded audio to produce more targeted call and agent evaluation. You can quickly identify opportunities to increase collection effectiveness and reduce risk, enforce processes, and specify the proper training for agents, enabling you to:

- Increase agent efficiency and maximize revenue
- Pinpoint potential compliance issues
- Reduce fraud violations, fines, and lawsuits
- Improve script adherence
- Enrich agent training with best practices techniques

SEARCH ACROSS

ALL RECORDED CONTENT

Nexidia's patented phonetic search technology is the fastest, most accurate means to search and review large amounts of audio. This phonetic approach enables Nexidia to index all recorded calls just once, so they are always available to search, enabling

- Fast, unlimited, repeated searching
- On-premise solution with maximum scalability and flexibility
- Lowest total cost of ownership

With Nexidia, you can always perform ad hoc searches across all your content, even when the terms are highly specific or unique to the given situation, such as responding to a regulatory complaint. No pre-set dictionary is required for ad hoc searching, enabling you to search across 35+ languages and any volume of content, without restrictions.

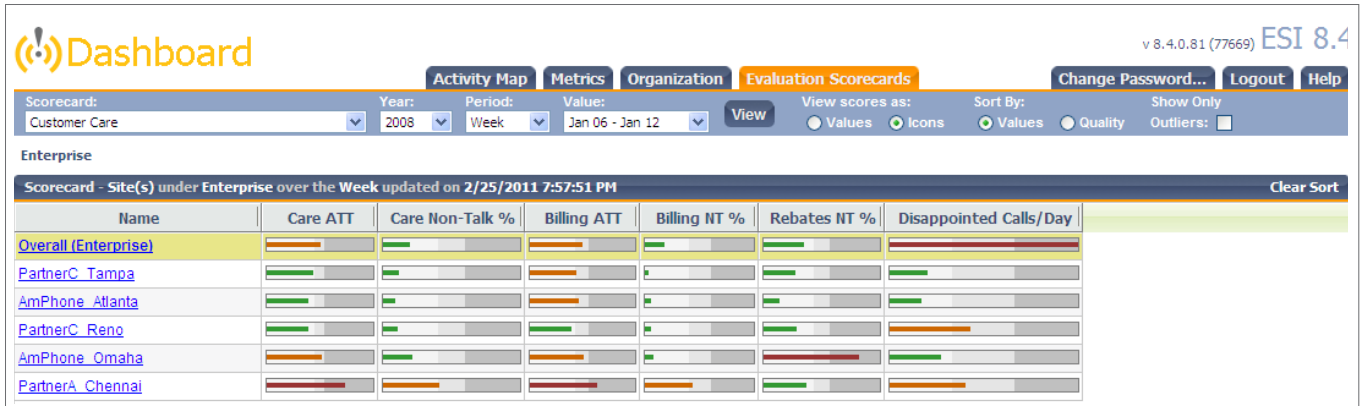
CUSTOMIZED SEARCH FOR THE MOST RELEVANT RESULTS

ESI Collections Edition also offers you the option of purchasing the Managed Queries feature, which includes pre-packaged audio searches (structured queries) specifically tailored for the collections industry. Nexidia's Professional Services group will refine searches (queries) for collections based on our

Nexidia Search offers the highest accuracy, regardless of audio quality.

The screenshot displays the 'Forensic Search' application interface. On the left, there are 'Sessions / Filters' and 'Queries / Query Group / Term List' sections. The main area shows search results for the query 'transfer you to my supervisor OR to your supervisor'. The results table includes columns for Score, Media filename, Date/Time, Duration, Agent, and Score. A media player is visible at the bottom, showing a waveform and playback controls.

Score	Media filename	Date/Time	Duration	Agent	Score
98.00	05212005-284_copy	8/14/2007 6:31:00...	00:01:38	Carl Swift	
98.00	05212005-209_copy	7/26/2007 8:01:00...	00:01:41	Ruth Carey	
98.00	05212005-309_copy3	8/29/2007 11:44:00...	00:01:41	Ruth Carey	
98.00	05212005-284_copy3	8/20/2007 11:15:00...	00:01:38	Carl Swift	
98.00	05212005-284_copy2	3/5/2007 11:30:00...	00:01:38	Carl Swift	
98.00	05212005-209_copy2	2/4/2008 6:40:00...	00:01:32	Jerry Castle	
98.00	05212005-209_copy3	7/22/2007 4:00:00...	00:01:32	Jerry Castle	
98.00	05212005-309_copy2	3/14/2007 1:00:00...	00:01:41	Ruth Carey	
98.00	05212005-309_copy	4/24/2008 6:15:00...	00:01:41	Ruth Carey	
98.00	05212005-284	4/15/2008 4:15:00...	00:01:38	Carl Swift	
98.00	05212005-209_copy5	6/22/2008 4:14:00...	00:01:32	Jerry Castle	
98.00	05212005-209	5/12/2008 9:00:00...	00:01:32	Jerry Castle	
98.00	05212005-209_copy4	1/6/2008 10:14:00...	00:01:32	Jerry Castle	
98.00	05212005-209_copy	10/22/2007 1:41:00...	00:01:32	Jerry Castle	
98.00	05212005-309_copy4	2/13/2008 7:44:00...	00:01:41	Ruth Carey	
98.00	05212005-284_copy4	2/4/2008 5:29:00...	00:01:38	Carl Swift	
97.19	05212005-384_copy	4/9/2007 12:21:00...	00:01:25	Peter Britt	
97.19	05212005-384_copy2	4/9/2007 5:20:00...	00:01:25	Peter Britt	
97.19	05212005-384_copy3	9/24/2007 8:14:00...	00:01:25	Peter Britt	



Nexidia Evaluate manages agent performance against strategic corporate objectives.

deep knowledge of the industry taken from numerous contact center engagements – backed by our extensive experience with multiple industries and verticals. We then further tune these queries to reflect your business and your customers – using criteria common to the collections industry. This allows you to automatically conduct searches of every call to ensure agent activity is in line with your corporate goals.

Managed Queries combine concepts and topics using filters, metadata, and time/date parameters to define highly specific and relevant searches. Managed Queries offer the key advantage of filtering and enhancing your Forensic Search capabilities; for example searching for “partial payment” only when “promise to pay” isn’t taken. Thus, the Managed Queries option enables your analysis of your customers, your agents, and your

business to directly benefit from the best practices of the industry, while empowering that analysis to be very specific – and repeatable – on an ongoing basis.

TRACK CALL CENTER PERFORMANCE ACROSS ALL SITES

Quality initiatives are the driving force of site, team and agent evaluation. These key performance indicators are based on the strategic initiatives of the company, and are the foundation for measuring agent performance. Traditionally, evaluation of an agent’s skill set has been manual and random, based on a few calls per month. This small sample gives supervisors an inaccurate view of performance and leaves them with an unclear understanding of specific issues or behavior that need to be addressed.

REVOLUTIONIZE AGENT EVALUATION

Nexidia’s Evaluate applies our search technology to track contact center activity to quantitatively analyze 100% of all

calls. Employing data and information derived from Managed Queries, you can measure agent performance, set performance goals down to the agent level, and tie quality initiatives to corporate strategic goals that are most important to the overall bottom line.

Evaluation Scorecards then automatically categorizes and measures all calls for each agent, based on key criteria, delivering results in easy-to-read charts comparing performance across sites and teams. Using the results, your supervisors can develop training on the most critical issues and deliver it to the specific agents who need it.

Nexidia’s ESI Collections Edition is a unique offering for the collection industry designed to help you maximize payment collection and agent performance and minimize potential regulatory issues.

For more information, or to schedule a full consultation on how Nexidia can help you manage your collection challenges, please contact us at info@nexidia.com.

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