

CLEMVOICE

- an intelligent call center assistant solution

Judit Pancza
Clementine Consulting

 *lementine*
consulting



CLEMENTINE'S TEXT ANALYTICS EVOLUTION

2015 VISION
multi-lingual intelligent
contact center assistant

ClemVoice solution
implementation at OTP BANK



Foreign
languages

2013

Voice transcription
solution



Voice-text implementation
at AEGON's call center

2011

2009

Testing voice
mining



Voice - text - data mining pilot
Call center is a new business
opportunity!

2007

Software
distribution,
consultation



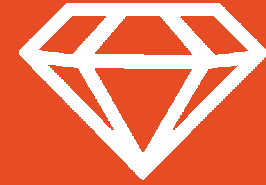
Hungarian text
processing

2005

**But, what is an
intelligent contact
center solution?!**

IMAGINE..

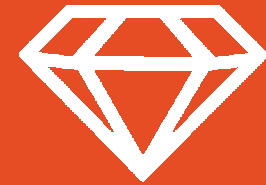
THAT YOU ARE:



IMAGINE..

THAT YOU ARE:

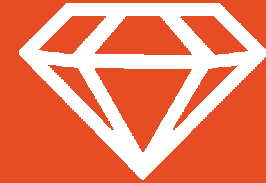
CUSTOMER



IMAGINE..

THAT YOU ARE:

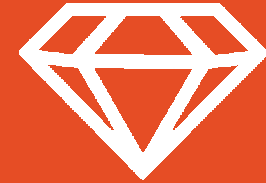
OPERATOR



IMAGINE..

THAT YOU ARE:

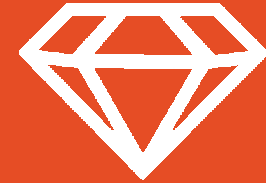
SUPERVISOR



IMAGINE..

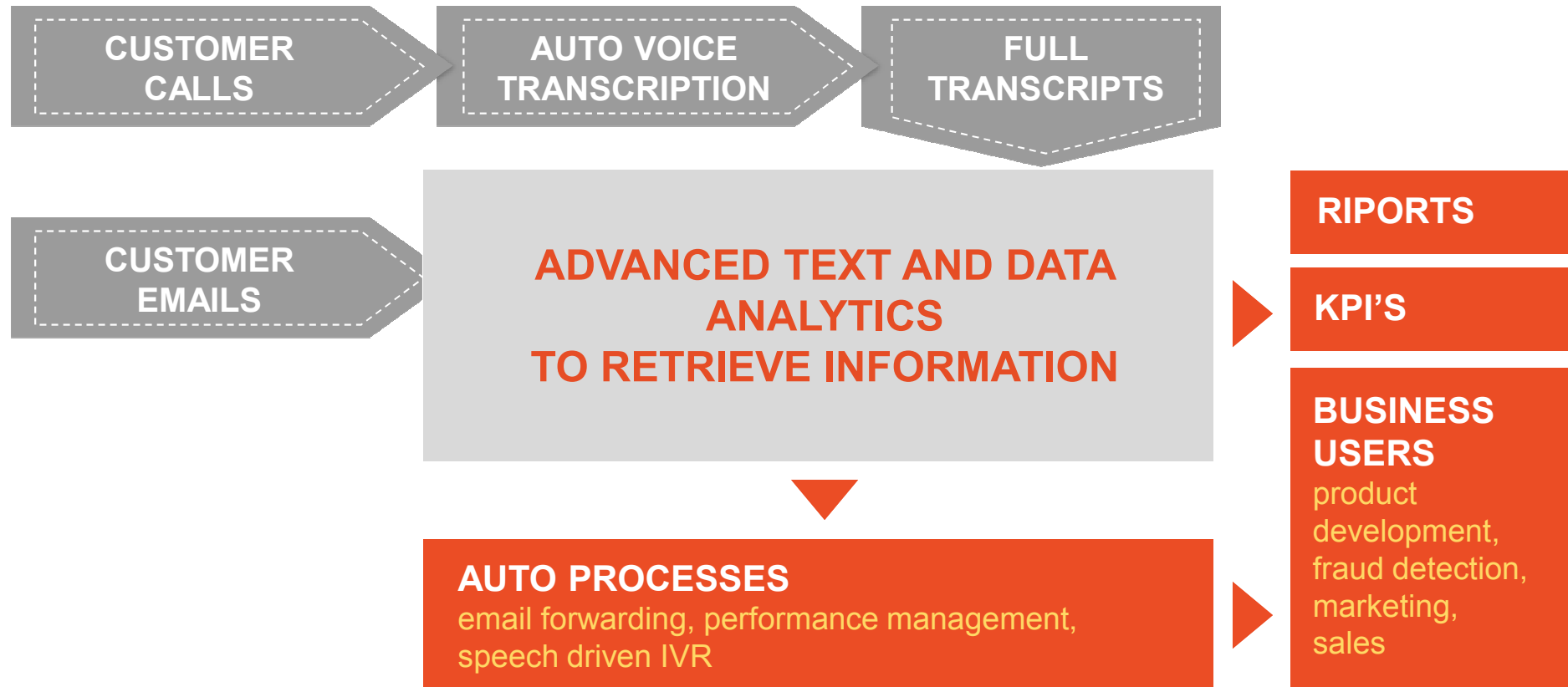
THAT YOU ARE:

QC LEAD



AND NOW..

IMAGINE CLEMVOICE:



PERFORMANCE MONITORING

- Call center KPI's (FCR, SQM, NPS, etc)
- Sentiment/mood
- Protocol, script monitoring
- Breaks, hold time
- Talk over %
- Measure training efficiency



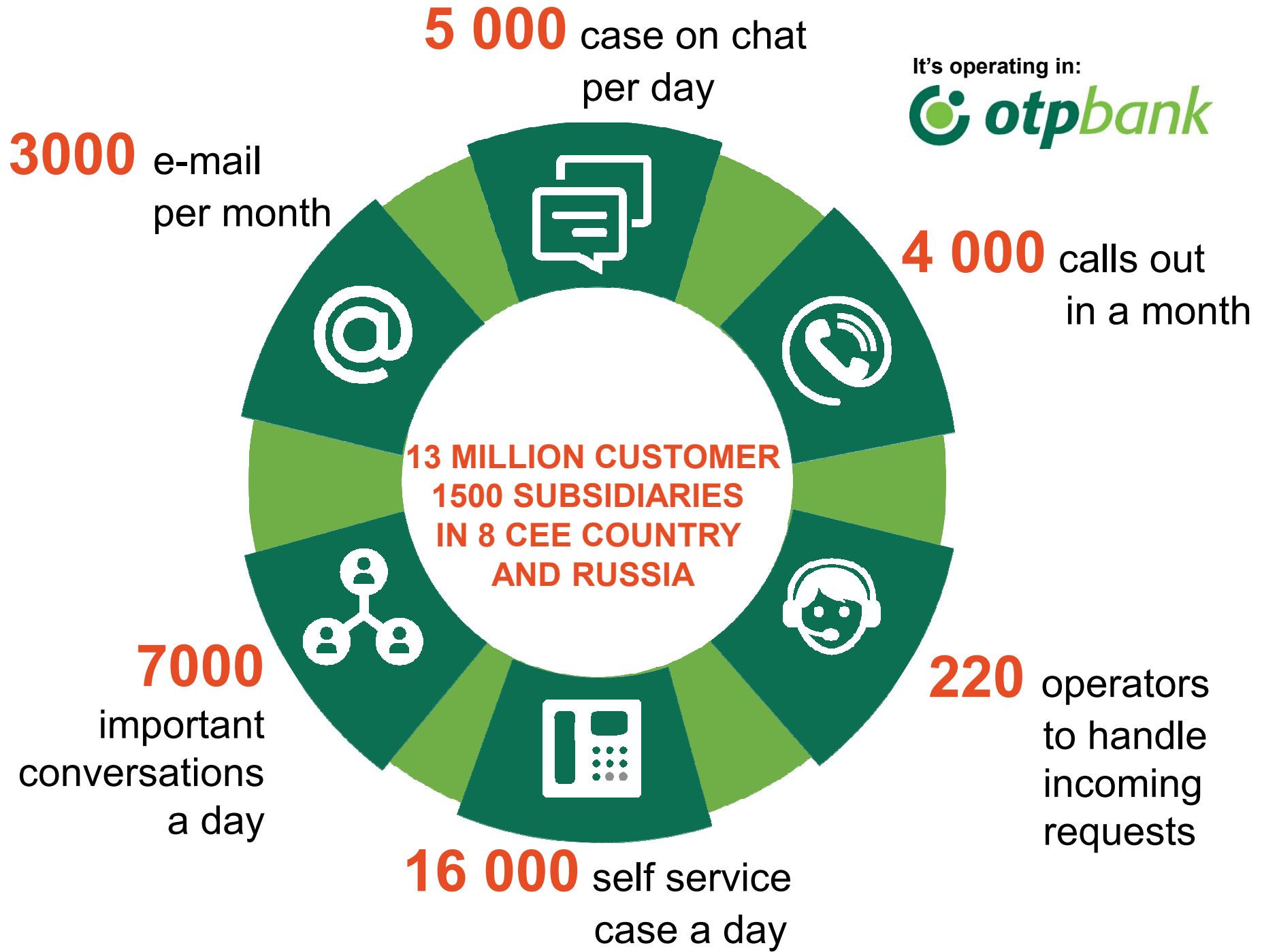
E-MAIL PROCESSING

- Auto reply or forward based on the topic
- Knowledgebase to fasten the answer

SALES EFFICIENCY AND AD-HOC ANALYSES

- Find the best sales script to raise sales efficiency
- Test new rules, scripts, products, topics and measure effect

It's operating in:
otpbank



OUR GOALS

- More **LANGUAGES**
- More **FUNCTIONALITY**
 - Connecting chat and social media into CLEMVOICE
- More **PARTNERS AND CUSTOMERS** from EU countries!



... AND OF COURSE
FOR THE TROPHY



CLEMVOICE

QUESTIONS?

Judit Pancza
Clementine Consulting

jpancza@clementine.hu