

# Level-Up Your Agents with Contact Center AI.

Evaluate 100% of your interactions in half the time with conversation analytics. While you're at it, coach agents and bring insights back to your business.

## A New Way To Analyze, Evaluate, and Coach Your Hardworking Agents

The screenshot displays the OBSERVE.AI interface for a call analysis. At the top, it shows the call details: "Jerome Murphy on September 29, 2014 10:40 AM for 04:14 min" and "Call ID 171b846f-4542-462c-b601-a96c2a6545d5". The main area features a call transcript with a timeline at the top showing segments for "Call Opening", "Customer Verification", and "Call Closer". The transcript includes the following dialogue:

- 00:04 min Jerome Murphy: "hello welcome to Acme.com my name is calling can i help you today"
- 00:04 min Customer: "hi i was calling because i didn't receive my order my package it said the delivered in the else"
- 00:04 min Jerome Murphy: "okay do you have an northern number so i can check this"
- 00:04 min Customer: "one second it's \*\*\*\*\*"
- 00:04 min Jerome Murphy: "is that \*\*\*\*\*"
- 00:04 min Customer: "yeah that's right"
- 00:04 min Jerome Murphy: "sure"

On the right side, there is an "Evaluation Form" with a "Submit" button. The form contains several evaluation criteria with radio button options for "Satisfactory", "Unsatisfactory", and "Not Applicable":

- Opening**
  - Agents must begin the call with appropriate call opener. (Satisfactory selected)
  - Agent correctly mentioned the company name. (Satisfactory selected)
  - Agent promptly and properly verified the customer as per client requirements. (Satisfactory selected)
- Quality Disclosure**
  - Agent must give the Quality Disclosure verbatim, before discussing the account details. "The entire call is being recorded and may be monitored for quality and training purposes." (Satisfactory selected)
  - Two-Party Disclosure (TPD) - agent identified self and stated that they were calling on a recorded line. \*\*Must be given to every new party to get on the line.\*\* (Unsatisfactory selected)
  - Agent did not release any information to a 3rd party without consent. \*\*May speak to the spouse without consent only in allowed states.\*\* (Unsatisfactory selected)

Join hundreds of top brands to transform your contact center



## Goodbye spreadsheets & check-boxes. Make way for QM & Coaching.

### Quality & Compliance teams make every conversation efficient

Let us evaluate 100% of your voice and text in half the time with conversation analytics. While you're at it, coach agents and bring insights back to your business.

### Supervisors & Trainers coach high-performing, compassionate teams

Complete rich and personalized evaluations for important interactions, in no time. Show agents where they need to improve and celebrate top performers.

### Contact Centers enable smart & delightful Customer Experiences

Drive consistent adoption of messaging, processes, and brand standards. Improve metrics like AHT, FCR, Supervisor Escalations, Customer Negative Sentiment and CSAT scores.

## Easy implementation. Rapid results.

**5 min**

TO ANALYZE A  
30 MIN CALL

**37%**

LIFT IN  
EMPATHY SCORES

**5%**

LIFT IN  
CSAT SCORES

**100%**

CALL MONITORING  
AND COMPLIANCE

**87%**

TRANSCRIPTION  
ACCURACY FOR  
CONTACT CENTERS

**10x**

MORE AGENT  
EVALUATIONS

“Success for our team means bringing out the best in each agent. We’re able to do that by throwing out the one size fits all coaching approach and tailoring conversations on an individual basis.” - Kyle Kizer, Compliance Manager Root Insurance

“Observe.AI is a full, interactive tool for us to find our shortcomings, discover what we’re doing well, and what we need to put into place, and do QA unlike any other call center.”

- Dale Sturgill, VP Operations, EmployBridge

“We’ve moved away from the term ‘quality analysts’ to ‘customer experience coaches.’ They’re spending less time going through checkboxes, and more time interacting with agents.” - Shurland Buchanan, Chief Learning Officer, itelbpo

Say hello at [sales@observe.ai](mailto:sales@observe.ai)