

SpeechMiner Speech Analytics

Uncover Customer Behaviour and Contact Centre Performance with Unmatched Accuracy



SpeechMiner® enables you to drive measurable gains in customer care, operational performance and consumer loyalty through changing processes and people's behaviour using the power of speech analytics.

SpeechMiner® analyses the phone conversations being made and received everyday by your organisation between other companies and your customers. It recognises key business topics within these conversations with unmatched accuracy. Then, Data Track combine this detailed analysis with industry expertise and best practice workflows to optimise contact centre performance and the customer experience.

SpeechMiner's® patented speech recognition technology analyses phrases to deliver a solution with very high accuracy and more than a 65% improvement in the rate of recall.



Discover the reasons why customers are calling you with fast, accurate and consistent call classification from actual call content. SpeechMiner® identifies the areas within calls that are consuming resources and increasing agent AHT.



A typical view of issue resolution (IR) has only one data point and calls are either resolved or unresolved. SpeechMiner® will open up unresolved calls into call categories and enable you to plot AHT, IR and customer satisfaction (CSAT) scores for each call type and agent, as opposed to just the entire contact centre.



Build queries within SpeechMiner® that will highlight the effectiveness of agent skills and familiarity with your sales process. SpeechMiner® will help you uncover factors such as underperformance and key differentiators to sales conversion.

Speech Analytics

Business Insights

Optimised Experience



Performance Optimisation Powered By Speech Analytics

Highly Accurate Analysis

Important strategic decisions, should be based on highly accurate data. SpeechMiner® is different from other analytics software based on speech-to-text or phonetic search technology. These systems may identify the correct keywords but quickly drop in performance as you try to search for the right context in which the keyword was used. SpeechMiner's® patented phrase based recognition technology will consistently pinpoint your keywords more accurately and find them in the right context.

Global Language Support

SpeechMiner® analyses conversations in 54 different languages and dialects, and it has been deployed on three different continents. Only with such extensive language support can multinational companies accurately analyse all of their customer interactions, no matter which languages their customers speak.

Unified Call Data

Call related data from external applications can be extracted by SpeechMiner® and linked directly with the respective calls, then SpeechMiner® correlates its unique speech metrics with these external metrics. This provides a single consolidated source for all your call related data.

Actionable KPIs

SpeechMiner® calculates, correlates and predicts Key Performance Indicators. Helping to validate sales processes and identify important skills for sale closure. Who is using the right skills and who is not. Measure whether agents' skill usage improves after additional training. These direct, precise measurements enable effective decision-making.

Recording System Independence

SpeechMiner® connects to and analyses recordings from any recording platform by using our own UConnector technology. This ensures maximum flexibility no matter which or how many different recording systems are used. Providing investment protection to a company should it wish to change recording vendors in the future. Companies operating under a heterogeneous environment with different recording products are assured of uniform analysis and reporting throughout the enterprise.

Rich Playback Experience

SpeechMiner® incorporates a rich media player. It visually summarises calls, enabling users to jump directly to "important" areas in calls, saving significant time. The Emotion Detection feature identifies agitated or pleased speakers based on the tone and manner of speech and highlights these areas.

Easy Client Deployment

The Web-based interface enables ongoing visibility into contact centre performance and customer feedback. Non-technical end-users can easily customise their interface to see only the information they need, and SpeechMiner® automatically displays only the data each user is authorised to see.

Competitive Differentiation

SpeechMiner® can provide critical insights to be used for root cause analysis, process optimisation and agent development. Enabling dramatically improved call analysis and valuable information into the performance of call centre agents. This can lead to significantly reduced costs per call, while still retaining high standards of customer service.

Scalable and Secure

SpeechMiner® includes support for single or multi-site environments. It also includes support for multi-agent calls; enabling it to handle situations in which a call may have different types of agents (for example, calls including a transfer). The built-in partitioning allows a single environment to support multiple secure organisational groups. While the centralised user security provides an efficient approach to user security and administration. Integration with Windows® domain authentication and other systems, enables seamless management of users across the enterprise.